Office of Inspector General
United States Department of State

SEMIANNUAL REPORT TO THE CONGRESS

April 1, 2024, to September 30, 2024

OUR VISION

To be a world-class organization and a catalyst for effective management, accountability, and positive change in the Department, the U.S. Agency for Global Media, and the foreign affairs community.

OUR MISSION

To conduct independent audits, inspections, evaluations, and investigations to promote economy and efficiency and to prevent and detect waste, fraud, abuse, and mismanagement in the programs and operations of the Department and the U.S. Agency for Global Media.

OUR VALUES

Accountability

We accept responsibility for our work products, services, and performance.

Respect

We promote diversity in the workplace and treat people with dignity and respect.
We expect civility as we conduct our work and in our interactions with each other.

Communication

We clarify expectations and encourage candor. We communicate with purpose and strive to align our words and our actions and to be aware of the effect we have on others. We look for ways to improve ourselves and our work by expressing appreciation and by giving and accepting constructive feedback.

Teamwork

We foster a diverse, inclusive, collaborative, and trusting culture where people can share their ideas and opinions. We empower and engage our colleagues to achieve outstanding organizational results.

Integrity

We maintain our independence and act with courage, honesty, and professionalism. Our work is fact-based, objective, and supported by sufficient evidence that meets professional standards.

Curiosity

We are committed to learning about and listening to others' perspectives, objectives, and challenges. We seek new information to inspire creative and analytical thinking. We foster an environment that fuels innovation and results.

Office of Inspector General Summary of Performance, 4/1/2024–9/30/2024

	Issued during the reporting period	Management decision during the reporting period
Questioned Costs	$78,990	$332,473
Funds To Be Put to Better Use	$692,211	$6,176,064
Investigative Monetary Results	$16,738,945	--
Total	**$17,510,146**	**$6,508,537**
Additional monetary benefits achieved this period as the result of prior OIG recommendations		$883,139

Investigative Activities	
Cases Opened	13
Cases Closed	21
Criminal (arrests, indictments, convictions)	16
Civil Actions	0
Administrative Actions	13
Hotline Complaints Received	1,277

Reports	
Office of Audits	21
Office of Evaluations and Special Projects	1
Office of Inspections	22
Office of Overseas Contingency Operations Oversight[a]	8
Total	**52**

[a] All jointly issued with Department of Defense OIG and U.S. Agency for International Development OIG.

MESSAGE FROM THE INSPECTOR GENERAL

Cardell K. Richardson, Sr.

I am pleased to present this *Semiannual Report to the Congress*, covering the oversight activities of the Office of Inspector General (OIG) for the Department of State (Department) and the U.S. Agency for Global Media (USAGM) from April 1, 2024, to September 30, 2024. OIG is responsible for the oversight of more than $87 billion in Department and USAGM programs and operations and provides oversight for the International Boundary and Water Commission, United States and Mexico, U.S. Section (USIBWC), a federal agency operating under the foreign policy guidance of the Department.

A high priority oversight area for OIG is Ukraine-related activities of the Department and USAGM. The complexity, scale, and timing of U.S. government efforts in response to Russia's war against Ukraine demand robust oversight. Several related projects were completed this reporting period and are accordingly summarized in this *Semiannual Report to the Congress*.

Additionally, much of our work this reporting period focused on the top management and performance challenges facing the Department and USAGM, which are outlined in the annual *Inspector General Statement on the Department of State's Major Management and Performance Challenges* and the *Inspector General Statement on the U.S. Agency for Global Media's Major Management and Performance Challenges*.

During the reporting period, we issued 44 reports to improve the programs and operations of the agencies we oversee. Regarding compliance, we closed 342 recommendations associated with 119 reports. Of the 342 recommendations, 26 were significant and demonstrated implementation of crucial corrective actions by the Department, USIBWC, and USAGM.

On the investigative front, our work led to over $16.7 million in monetary results and 12 debarments. In addition, OIG participated in investigations that led to three arrests, nine indictments, and four convictions.

Our work would not be possible without the talent and dedication of the people who serve in OIG. My thanks to them, and to the Department, USAGM, USIBWC, and Congress for their support of our efforts.

Cardell K. Richardson, Sr.
Inspector General
September 30, 2024

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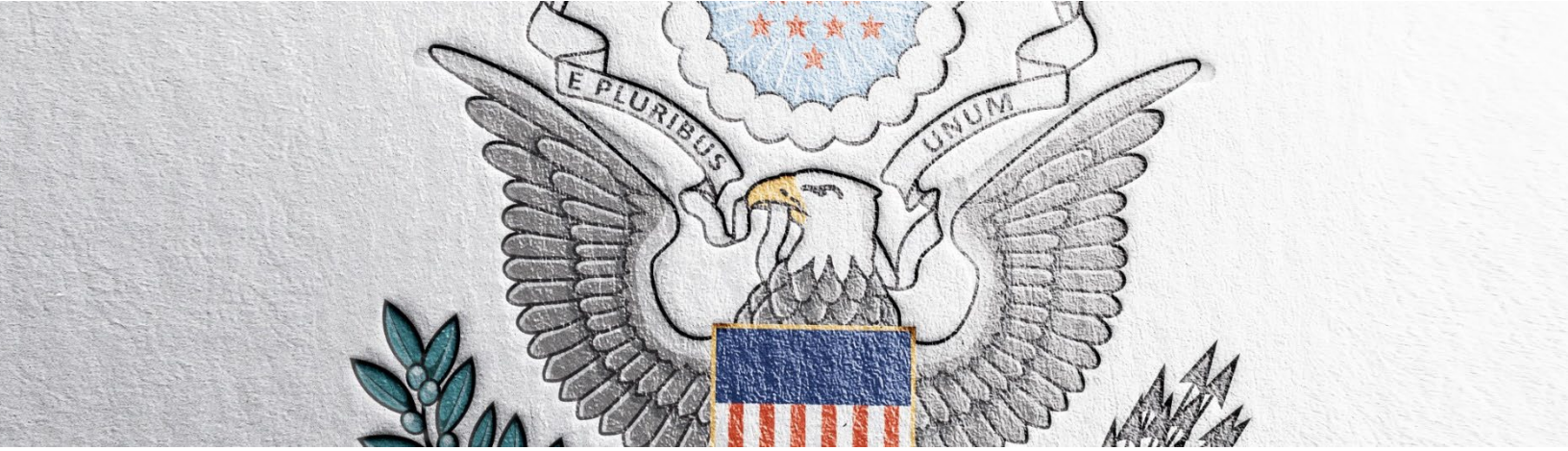


OVERVIEW

1 OVERSIGHT STRATEGY

The mission of the Office of Inspector General (OIG) for the Department of State (Department) and the U.S. Agency for Global Media (USAGM) is to conduct independent audits, evaluations, inspections, and investigations to promote economy, efficiency, and effectiveness and to prevent and detect fraud, waste, abuse, and mismanagement in the programs and operations of the Department and USAGM.

OIG's mandate is broad and comprehensive, involving oversight of the full scope of Department and USAGM programs and operations, as well as the International Boundary and Water Commission, United States and Mexico, U.S. Section (USIBWC). OIG is responsible for overseeing more than $87 billion in Department, USAGM, and foreign assistance resources.

In addition to its agency-specific responsibilities, OIG's mandate expanded in January 2013 when Congress amended the Inspector General Act to provide for coordinated interagency oversight of overseas contingency operations (OCO), including the designation of a Lead Inspector General (Lead IG) for each OCO.

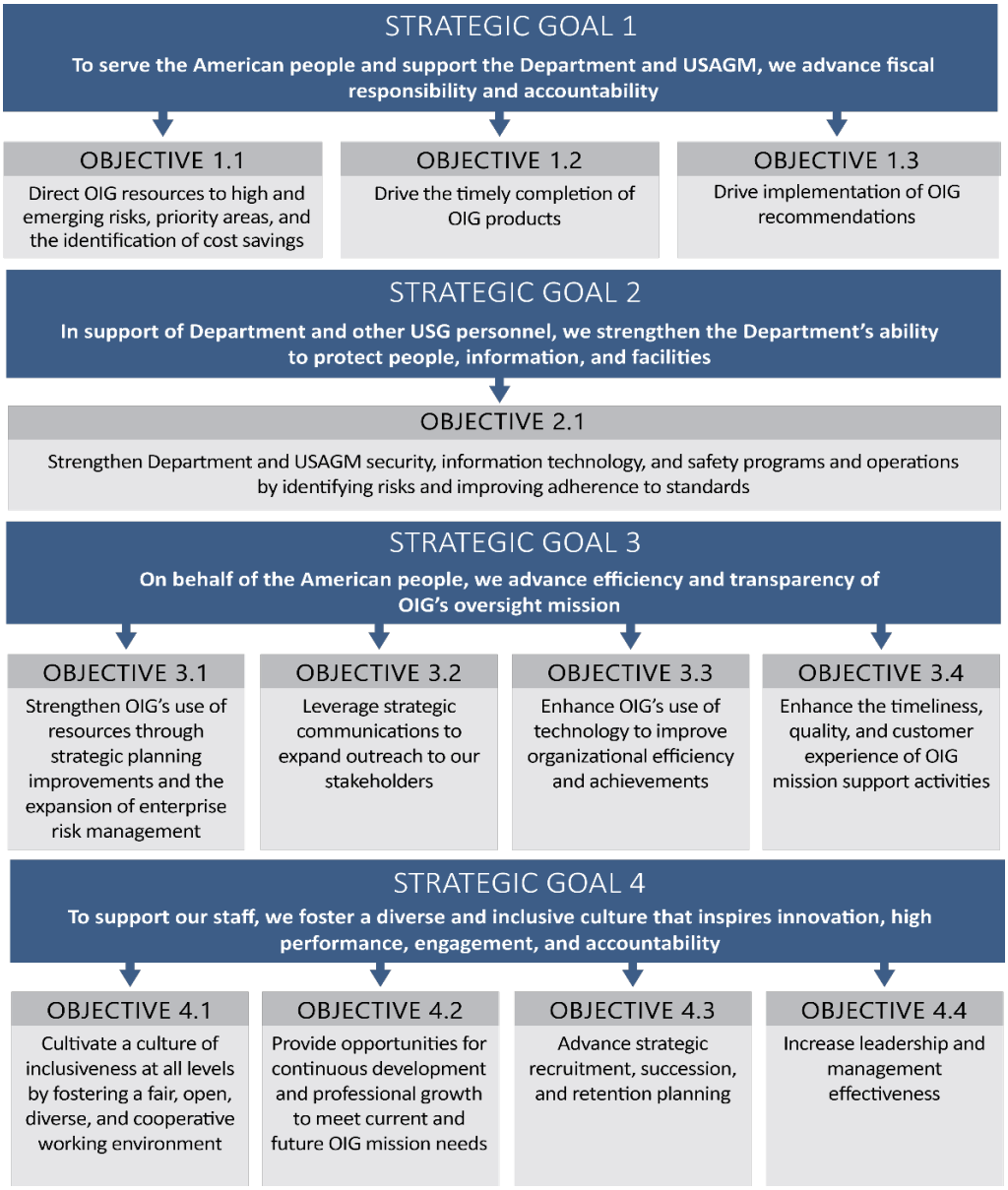
As of September 30, 2024, OIG's Inspector General was the Associate Inspector General for three active OCOs: Operation Inherent Resolve to defeat the Islamic State in Iraq and Syria, Operation Atlantic Resolve (OAR) to bolster NATO and support Ukraine after Russia's full-scale invasion, and Operation Enduring Sentinel (OES) to contain terrorist threats emanating from Afghanistan and protect the homeland by maintaining pressure on those threats. OES is the follow-on to Operation Freedom's Sentinel, which ended in September 2021.

OIG maintains an office in Germany, where the Global Emergencies and Emerging Risks (GEER) Directorate dedicates on-the-ground resources, expertise, and oversight. OIG also has an office at U.S. Embassy Kyiv, Ukraine, which is currently staffed with GEER auditors and supplemented with one locally employed staff member from the Office of Investigations.

Domestically, in addition to its Washington, DC, headquarters, OIG has strategically co-located investigative staff with the Department's Global Financial Services Center and the Bureau of Global Talent Management, Office of Shared Services, staff in Charleston, SC.

OIG Strategic Plan

OIG's Strategic Plan affirms its commitment to conducting quality oversight of the agencies OIG oversees and to informing the Office of Management and Budget (OMB), Congress, the public, and other stakeholders of how OIG safeguards public resources. The plan also emphasizes OIG's continuing obligation to improve its own operations and to ensure that its workforce is, and continues to be, highly motivated and well trained to carry out its responsibilities. OIG's last strategic plan was for FYs 2019–2021 and three 1-year extensions have been approved to extend the plan through FY 2024. OIG is scheduled to develop and publish a strategic plan for 2025-2029 in December 2024. Current strategic goals and objectives outlined below provide the framework that guided OIG's work and activities for FYs 2019–2024.


STRATEGIC GOAL 1
To serve the American people and support the Department and USAGM, we advance fiscal responsibility and accountability
OBJECTIVE 1.1
Direct OIG resources to high and emerging risks, priority areas, and the identification of cost savings
OBJECTIVE 1.2
Drive the timely completion of OIG products
OBJECTIVE 1.3
Drive implementation of OIG recommendations
STRATEGIC GOAL 2
In support of Department and other USG personnel, we strengthen the Department's ability to protect people, information, and facilities
OBJECTIVE 2.1
Strengthen Department and USAGM security, information technology, and safety programs and operations by identifying risks and improving adherence to standards
STRATEGIC GOAL 3
On behalf of the American people, we advance efficiency and transparency of OIG's oversight mission
OBJECTIVE 3.1
Strengthen OIG's use of resources through strategic planning improvements and the expansion of enterprise risk management
OBJECTIVE 3.2
Leverage strategic communications to expand outreach to our stakeholders
OBJECTIVE 3.3
Enhance OIG's use of technology to improve organizational efficiency and achievements
OBJECTIVE 3.4
Enhance the timeliness, quality, and customer experience of OIG mission support activities
STRATEGIC GOAL 4
To support our staff, we foster a diverse and inclusive culture that inspires innovation, high performance, engagement, and accountability
OBJECTIVE 4.1
Cultivate a culture of inclusiveness at all levels by fostering a fair, open, diverse, and cooperative working environment
OBJECTIVE 4.2
Provide opportunities for continuous development and professional growth to meet current and future OIG mission needs
OBJECTIVE 4.3
Advance strategic recruitment, succession, and retention planning
OBJECTIVE 4.4
Increase leadership and management effectiveness

2 COMMUNICATIONS AND OUTREACH

OIG communicates its global mission to Congress, the Department of State (Department), U.S. Agency for Global Media (USAGM), and International Boundary and Water Commission, United States and Mexico, U.S. Section (USIBWC) employees and contractors; peers in the oversight community; and the public in a variety of ways.

Communication With Congress

OIG regularly interacts with Members of Congress and their staff by testifying at hearings, responding to congressional requests for information, and providing briefings on OIG work.

OIG also maintains a public website and social media accounts to provide all stakeholders with current and accurate information on its activities.

Hotline Complaints

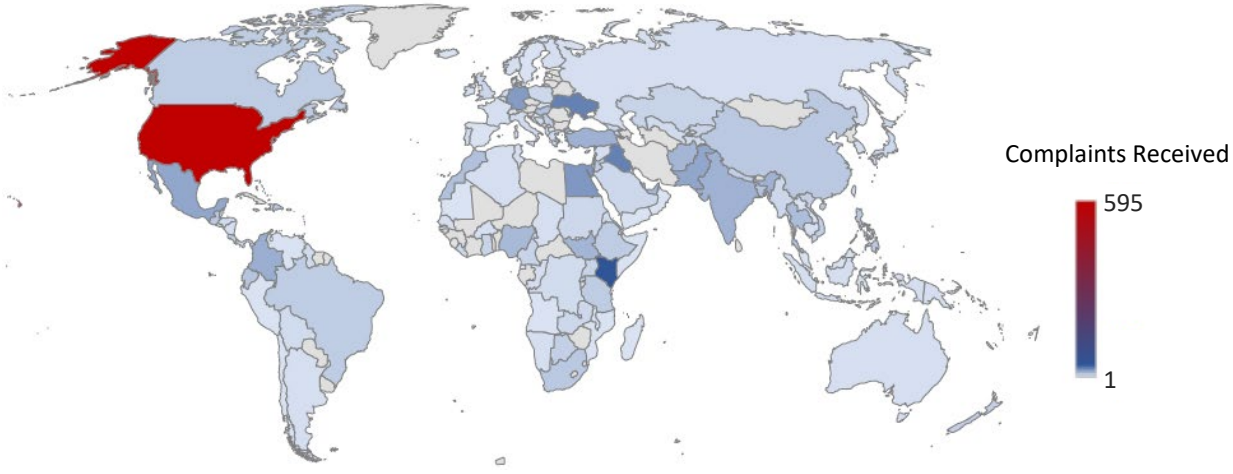
During this reporting period, the OIG Hotline continued to serve as a vehicle through which Department, USAGM, and USIBWC employees and contractors, as well as members of the public, reported suspected fraud, waste, abuse, and mismanagement in the programs and operations OIG oversees. OIG received hotline complaints via the OIG website, mail, and telephone. For a summary of actions taken in response to OIG Hotline complaints received during this reporting period, see Table 2.1.

Table 2.1
OIG Hotline Complaints, 4/1/2024–9/30/2024

Referred to Other Offices for Action	730
Held for Action Within OIG	43
No Action Required	504
Total Complaints Received	1,277

Figure 2.1 highlights the OIG Hotline's global reach. Of the 1,277 complaints received this reporting period, 682 (53 percent) concerned possible criminal, civil, and administrative violations occurring in other countries. The remaining 595 complaints dealt with alleged violations in the United States.

Figure 2.1
Hotline Complaints Processed by Country, 4/1/2024–9/30/2024



Source: Office of Investigations electronic case management system.

Whistleblower Protection Coordinator Activities

The whistleblower protection coordinator, OIG's Assistant Inspector General for Evaluations and Special Projects (ESP), educates Department, USAGM, and USIBWC employees, as well as contractor and grantee employees, on the rights and protections available to whistleblowers. As required by the National Defense Authorization Act for Fiscal Year 2013 (41 U.S.C. Section 4712), as amended, the coordinator oversees investigations of allegations of whistleblower retaliation filed by employees of contractors, subcontractors, grantees, and subgrantees, as well as personal services contractors. These cases are detailed in Table 2.2. Additionally, the coordinator investigates complaints under Presidential Policy Directive 19 (PPD-19), which prohibits whistleblower retaliation in the form of actions that affect an employee's eligibility for access to classified information.

Department of State

During this reporting period, OIG completed one investigation under 41 U.S.C. Section 4712, of a complaint of whistleblower retaliation involving the Department. OIG did not substantiate that retaliation had occurred in the case, which involved a former personal services contractor employed by the Bureau of International Narcotics and Law Enforcement Affairs. OIG referred the completed investigation to the Office of the Procurement Executive, the entity responsible for determining whether remedial action is appropriate.

U.S. Agency for Global Media

During the reporting period, OIG completed one investigation under 41 U.S.C. Section 4712, of a complaint of whistleblower reprisal by a former employee of a USAGM grantee. OIG did not substantiate that retaliation had occurred and referred the matter to the Chief Executive Officer of USAGM, who is responsible for determining whether remedial action is appropriate.

Table 2.2
Whistleblower Investigations Under 41 U.S.C. Section 4712

	Reporting Period 4/1/2024–9/30/2024	Since 1/2/2013 Enactment
Complaints Received and Reviewed	6	163
Active Investigations	4	--
Investigations Completed	2	54

Source: Office of Evaluations and Special Projects electronic case management system.

3 OVERSEAS CONTINGENCY OPERATIONS

OIG has both oversight and reporting responsibilities for overseas contingency operations (OCO) under the Inspector General Act of 1978, as amended (5 U.S.C. Section 419, previously found at 5 U.S.C. App, Section 8L). Section 419 is triggered when the Secretary of Defense declares that a military operation constitutes an OCO or when an operation results in troops being called to or retained on active duty.

Following one of these triggers, Section 419 activates a "Lead Inspector General" mechanism that requires concerted action by the OIGs of the Department of State (Department), Department of Defense (DoD), and the U.S. Agency for International Development (USAID), with one of them designated as the Lead Inspector General.

Since September 2014, OIG—with the DoD and USAID OIGs—has provided statutorily mandated oversight of nine different OCOs. These responsibilities currently apply to three active OCOs: Operation Inherent Resolve (OIR) to defeat the Islamic State in Iraq and Syria, Operation Atlantic Resolve (OAR) to bolster NATO and support Ukraine after Russia's full-scale invasion, and Operation Enduring Sentinel (OES) to contain terrorist threats emanating from Afghanistan and protect the homeland by maintaining pressure on those threats. OES is the follow-on to Operation Freedom's Sentinel (OFS). OIG's ongoing audits, inspections, and investigations related to these OCOs continued and are included in this *Semiannual Report to the Congress*.

For a list of OIG activities in support of the Lead IG-OCO mandate during the reporting period, see Table 3.1 and Table 3.2.

Table 3.1
OIG Oversight Activities in Support of the Lead Inspector General OCO Mandate, 4/1/2024–9/30/2024

Completed Reports	Date
Management Assistance Report: The Department Would Benefit From a Formal, Systematic Methodology To Capture and Utilize Lessons Learned Following Post Evacuations (AUD-GEER-24-32)	9/2024
Supplemental Classified Report on the Audit of the Disposition of Sensitive Security Assets at U.S. Embassies Kabul, Afghanistan, and Kyiv, Ukraine (AUD-GEER-24-31)*	9/2024
FY 2023 NDAA Section 5275 Mandated Review of the Department of State Efforts to Support and Process Afghan Special Immigrant Visa Applicants and Other Afghan Evacuees (AUD-GEER-24-28)	9/2024
Inspection of the Bureau of Political-Military Affairs (ISP-I-24-16)	9/2024
Classified Annex to the Inspection of the Bureau of Political-Military Affairs (ISP-S-24-16A)*	9/2024
Inspection of Embassy Bucharest, Romania (ISP-I-24-24)	7/2024
Classified Inspection of Embassy Bucharest, Romania (ISP-S-24-24)*	7/2024
Audit of Worldwide Protective Services III Initial Training Consolidation Initiative (AUD-SI-24-23)	7/2024

Completed Reports	Date
Evaluation of Department of State Accounting, Screening, and Vetting of Afghan Evacuees (AUD-GEER-24-21)	7/2024
Review of the Department of State's Development and Implementation of the U.S. Plan to Counter Illicit Diversion of Certain Advanced Conventional Weapons in Eastern Europe (ISP-S-24-11)*	7/2024
Review of the Bureau of Diplomatic Security's Physical Security Waivers and Exceptions Processes (ISP-I-24-19)	6/2024
Inspection of Embassy Warsaw and Constituent Post, Poland (ISP-I-24-18)	6/2024
Audit of the Department of State's Humanitarian Response to the Ukraine Crisis (AUD-GEER-24-16)	5/2024
Classified Inspection of Embassy Warsaw and Constituent Post, Poland (ISP-S-24-18)*	4/2024
Review of the Kyiv Transit Platform (ISP-I-24-17)	4/2024
Classified Annex to the Review of the Kyiv Transit Platform (ISP-S-24-17A)*	4/2024

*This report is Classified

Table 3.2
OIG Joint Oversight Activities in Support of the Lead Inspector General OCO Mandate, 4/1/2024–9/30/2024

Joint Completed Projects	Date
Fiscal Year 2025 Comprehensive Oversight Plan Overseas Contingency Operations	9/2024
Fiscal Year 2025 Joint Strategic Oversight Plan For Operation Atlantic Resolve	9/2024
Lead Inspector General Report to the United States Congress | Operation Enduring Sentinel and Other U.S. Government Activities Related to Afghanistan | April 1, 2024 - June 30, 2024	8/2024
Special Inspector General Report to the United States Congress | Operation Atlantic Resolve Including U.S. Government Activities Related to Ukraine | April 1, 2024 - June 30, 2024	8/2024
Lead Inspector General Report to the United States Congress | Operation Inherent Resolve and Other U.S. Government Activities Related to Iraq & Syria | April 1, 2024 - June 30, 2024	8/2024
Lead Inspector General Report to the United States Congress | Operation Enduring Sentinel and Other U.S. Government Activities Related to Afghanistan | January 1, 2024 - March 31, 2024	5/2024
Special Inspector General Report to the United States Congress | Operation Atlantic Resolve Including U.S. Government Activities Related to Ukraine | January 1, 2024 - March 31, 2024	5/2024
Lead Inspector General Report to the United States Congress | Operation Inherent Resolve and Other U.S. Government Activities Related to Iraq & Syria | January 1, 2024 - March 31, 2024	4/2024

4 OIG ACCOUNTABILITY AND INDEPENDENCE

OIG has disclosed all unclassified audits, evaluations, and inspections issued from April 1, 2024, through September 30, 2024.

OIG identifies on its website the titles of reports that are not publicly available, unless the titles themselves are classified or Sensitive But Unclassified. *The Department of State Classified Annex to the Semiannual Report to the Congress* and the *U.S. Agency for Global Media Sensitive But Unclassified Annex to the Semiannual Report to the Congress* contain information regarding reports that are not publicly available. In addition, OIG provides all classified and Sensitive But Unclassified reports to appropriate committees in Congress and to other authorized individuals upon request.

OIG did not encounter any attempts to interfere with Inspector General independence—whether through budgetary constraints designed to limit its capabilities, resistance or objection to oversight activities, or restrictions on or significant delays in access to information—for the reporting period from April 1, 2024, through September 30, 2024.

5 CONSOLIDATED FINANCIAL RESULTS OF OIG WORK

OIG returns significant value to the U.S. public through its audits, evaluations, inspections, and investigations. For the reporting period, OIG issued 44 reports related to the programs and operations of the Department of State (Department), U.S. Agency for Global Media (USAGM), and the International Boundary and Water Commission, United States and Mexico, U.S. Section (USIBWC). OIG identified more than $771,000 in potential monetary benefits to the Department. Additionally, OIG's criminal, civil, and administrative investigations resulted in nearly $16.7 million in recoveries and other monetary results this reporting period.

From April 1, 2024, through September 30, 2024, the Department made management decisions on approximately $6.5 million in potential monetary benefits identified by OIG during the current and prior reporting periods. OIG determines that a management decision on questioned costs and funds put to better use has been made and reports such a determination when OIG receives and accepts sufficient, specific evidence that appropriate action was taken during the compliance process. At the close of the reporting period, the Department had not yet acted on OIG recommendations totaling approximately $463 million. This is an approximately $5.8 million decrease from the approximately $468 million in questioned costs and funds to be put to better use pending a Department management decision at the beginning of the reporting period.

OVERSIGHT OF DEPARTMENT OF STATE PROGRAMS AND OPERATIONS

6 OFFICE OF AUDIT

The Office of Audits (AUD) supports the Department of State (Department) in improving management; strengthening integrity and accountability; and ensuring the most efficient, effective, and economical use of resources.

Audit work focuses on areas of concern such as physical security at overseas posts; financial management; IT security and management; contracts, acquisition, and grants management; human capital and administrative issues; and high-risk programs and operations in frontline states. From April 1, 2024, through September 30, 2024, the Office of Audits issued 19 individual reports on Department or International Boundary and Water Commission, United States and Mexico, U.S. Section (USIBWC) programs and operations. Eleven reports are unclassified and are summarized below. The Department of State Classified Annex to the Semiannual Report to the Congress includes summaries of the other reports.

Financial Management

Management Assistance Report: Warrant Training Programs Needed for Personnel Responsible for Transportation-Related Acquisitions
(AUD-FM-24-30, 9/2024)

The Department acquires shipping and storage services by several methods, including the use of a rate tender (a company's offered list of services and rates) under the authority of the Federal Management Regulation (FMR). If a rate tender is used, Department personnel prepare a tender of service (tender) document providing terms and conditions to the company.

OIG found the Department had not established a transportation officer (TO) warrant program for General Services Officers who acquire shipping and storage services using tenders. OIG also found that the Department had not established a training program for personnel responsible for making these transportation-related acquisitions. Without warrant and training programs, the Department cannot ensure that personnel responsible for acquiring services using tenders have the requisite qualifications and knowledge to execute those acquisitions effectively and efficiently.

Audit of Department of State FY 2023 Compliance With Payment Integrity Requirements
(AUD-FM-24-17, 4/2024)

In accordance with the Payment Integrity Information Act of 2019 (PIIA), an independent external auditor, acting on behalf of OIG, conducted an audit of the Department's FY 2023 compliance with payment integrity requirements. For FY 2023, the external auditor concluded that the Department complied with payment integrity requirements. Specifically, the Department published the FY 2023 financial statements and accompanying material, which included all applicable payment integrity disclosures, on its website. In addition, the Department complied with the requirement to perform program-specific risk assessments.

Management Letter Related to the Audit of the International Boundary and Water Commission, United States and Mexico, U.S.

Section, FY 2023 Financial Statements
(AUD-FM-24-15, 4/2024)

During an audit of USIBWC's FY 2023 financial statements, an independent external auditor, acting on behalf of OIG, identified one weakness related to Prompt Payment Act compliance.

Global Emergencies and Emerging Risks

Management Assistance Report: The Department Would Benefit From a Formal, Systematic Methodology To Capture and Utilize Lessons Learned Following Post Evacuations
(AUD-GEER-24-32, 9/2024)

During an audit of the disposition of sensitive security assets in the lead-up to the evacuations of U.S. Embassies Kabul, Afghanistan, and Kyiv, Ukraine, OIG identified challenges related to the Department's documentation and application of lessons learned from previous post evacuations.

OIG found that the Department had not established a consistent, comprehensive method to capture lessons learned following post drawdowns, evacuations, and suspensions of operations in the two types of Department lessons learned reports OIG identified: (1) Lessons Learned Cables, collected by the Office of Crisis Management and Strategy, and (2) After Action Reviews produced by the Bureau of Diplomatic Security. Both types of reports are intended to document significant lessons learned following post evacuations and may include recommendations to aid other posts facing emergency evacuation scenarios.

However, OIG found that the Department had not established clear requirements as to when Lessons Learned Cables and After Action Reviews must be produced. For example, although Lessons Learned Cables are required after any large-scale event, emergency, or crisis, posts that have suspended operations or closed are not required to produce such cables. OIG also found that, even when lessons learned reports were produced following a post's evacuation, the Department had not established a process to systematically review them or determine when lessons learned should necessitate changes to Department policies, procedures, or guidance. As a result, many of the same difficulties experienced by posts that underwent evacuations prior to 2021 were repeated during the evacuation of Embassy Kabul.

Until the Department consistently requires lessons learned reports and establishes clear requirements to take formal, systematic actions in response to them, it will limit its ability to improve preparedness for posts facing emergency evacuation scenarios.

FY 2023 NDAA Section 5275 Mandated Review of the Department of State Efforts to Support and Process Afghan Special Immigrant Visa Applicants and Other Afghan Evacuees
(AUD-GEER-24-28, 9/2024)

Section 5275 of the National Defense Authorization Act for Fiscal Year 2023, Public Law 117-263, directed the OIGs of the Department and the Department of Homeland Security (DHS) to conduct a joint review "of efforts to support and process evacuees from Afghanistan and the Afghanistan special immigrant visa program" in coordination with the Inspector General of the Department of Defense (DoD) and other appropriate Inspectors General. Section 5275

directed our offices to provide information regarding the vetting, processing, and resettlement of evacuees, and required that the review include an assessment of the systems, staffing, policies, and programs used to: (1) screen and vet evacuees; (2) admit and process the evacuees at U.S. ports of entry; (3) temporarily house the evacuees prior to resettlement; and (4) account for the total number of individuals evacuated from Afghanistan in 2021 with the support of the U.S. government, including the number of individuals who were holders of Afghan special immigrant visas (SIV). This report summarizes all of State OIG's work related to the Afghan Special Immigrant Visa Program since 2020.

Evaluation of Department of State Accounting, Screening, and Vetting of Afghan Evacuees
(AUD-GEER-24-21, 7/2024)

OIG conducted this evaluation in response to Section 5275 of the FY 2023 National Defense Authorization Act, which directed OIG to (1) determine the extent to which the Department accounted for the total number of individuals evacuated from Afghanistan in 2021 with U.S. government support and (2) assess the systems, staffing, policies, and programs used to screen and vet SIV applicants. OIG could not confirm the number of individuals evacuated from Afghanistan, regardless of destination, with U.S. government support in 2021. OIG determined that the Department relied entirely on DoD to track evacuation statistics because the military commander was responsible for conducting the noncombatant evacuation operations (NEO). In addition, the NEO memorandum of agreement did not include a provision to provide the Department access to DoD data on evacuees. Although OIG requested DoD documentation to validate the number of evacuees, DoD did not fully respond to OIG's request prior to the issuance of this report.

OIG also reviewed a statistical sample of Afghan SIVs issued in 2021 and found that the Department followed its established policies, process, and procedures to screen and vet the Afghan SIV applicants with respect to confirming the applicants' identity and spouses who were minors. OIG did not identify examples of some contingency scenarios that require additional procedures and thus could not confirm such procedures were followed, but OIG had no indications that appropriate procedures were not followed. As a result, the Department has reasonable assurance that the SIV application review process is functioning as designed.

Management Assistance Report: Actions Needed to Meet Requirements for Establishing the Office of the Coordinator on Global Anti-Corruption
(AUD-GEER-24-19, 6/2024)

The purpose of this report was to communicate the need for the Bureau of International Narcotics and Law Enforcement Affairs' (INL) Assistant Secretary and Office of the Coordinator on Global Anti-Corruption (CGAC) officials to comply with Department requirements to establish CGAC using Foreign Affairs Manual (FAM)-outlined processes and to codify CGAC in the FAM. OIG identified issues affecting CGAC's organizational placement, roles, responsibilities, and reporting lines during an ongoing audit involving Department anti-corruption programs and activities in Central and Eastern Europe.

The White House's December 2021 *United States Strategy on Countering Corruption* elevated anti-corruption efforts as a key national security and foreign policy priority. As the Department's strategic lead, CGAC is charged with integrating anti-corruption efforts across U.S. diplomacy and foreign assistance. Despite its important role in advancing national security and foreign policy priorities, the Department has not established CGAC or codified its roles and responsibilities as required. Specifically, OIG determined that CGAC was not established in accordance with FAM processes, nor did the FAM clearly identify CGAC roles and responsibilities as required. Without proper consideration and clarification of CGAC's organizational placement, roles, and responsibilities, the office may face unnecessary bureaucratic impediments to achieving its mission as the U.S. government-wide anti-corruption implementation and integration leader. Additionally, until this condition is remedied, the Department may face heightened risks in effectively executing its functions under the *United States Strategy on Countering Corruption*.

Audit of the Department of State's Humanitarian Response to the Ukraine Crisis (AUD-GEER-24-16, 5/2024)

OIG conducted this audit to determine whether (1) the Department's humanitarian assistance response to the Ukraine crisis was implemented in accordance with Department policies, guidance, and award terms and conditions and (2) the intended objectives were achieved. OIG reviewed four voluntary contributions totaling $431.7 million awarded by the Bureau of Population, Refugees, and Migration (PRM) in FY 2022 to three public international organizations (PIO).

OIG found that the terms and conditions PRM developed for these voluntary contributions did not include measurable objectives; thus, PRM could not track progress toward intended results. Although PRM conducted monitoring activities, it did not track progress against measurable objectives and performance indicators in the award documentation. OIG found that the award activities implemented generally aligned with the appeals, but OIG could not independently determine whether these activities were achieving intended objectives. OIG also found that the risk assessment PRM completed for the voluntary contributions did not explicitly account for risks identified by the PIOs. Additionally, PRM did not consistently develop mitigation measures or plans to ensure that PIO-identified mitigation measures were implemented according to best practices.

Security and Intelligence

Audit of Department of State 2024 Compliance With the Geospatial Data Act of 2018 (AUD-SI-24-29, 8/2024)

OIG conducted this audit to determine whether the Department, defined as a covered agency in the Geospatial Data Act of 2018 (GDA), complied with the 13 covered agency responsibilities in accordance with Section 759(a) of the GDA, codified at 43 United States Code Section 2808(a).

OIG found that the Department continues to make progress implementing the 13 covered agency requirements from the GDA, but improvements are needed to achieve full compliance. OIG concluded that the Department fully complied with 2 of 13 covered agency requirements. Specifically, the Department developed a Geospatial Data

Strategy and appointed the Department's Geographer to lead the Department's efforts to implement the GDA. However, the Department had not fully implemented the remaining 11 covered agency requirements. Although several bureaus and offices that regularly collect, use, maintain, and disseminate geospatial data have existing practices that may assist in the Department's implementation of GDA requirements, the Department must address its responsibilities Department-wide rather than at the component level to achieve full compliance with each GDA requirement.

Audit of the Department of State's Program Design Plan Related to the Creating Helpful Incentives To Produce Semiconductors Act of 2022
(AUD-SI-24-20, 8/2024)

The Creating Helpful Incentives To Produce Semiconductors Act (CHIPS Act) provided $100 million per year over 5 years, starting in FY 2023, to the Secretary of State for international information and communications technology security and semiconductor supply chain activities.

The Department applied four of six program design principles described in 18 FAM 301.4-2 to plan CHIPS Act-related activities. Specifically, the bureaus and offices involved in the CHIPS Act implementation: (1) assessed the Act's alignment to higher level strategies, (2) conducted a situational analysis, (3) developed goals and objectives, and (4) constructed a collaborative Department-level logic model. However, OIG identified two program design principles that, if applied, would assist the Department in better implementing CHIPS Act-related activities. First, the Department prepared logic models instead of a charter. Although the FAM provides an option for a logic model or a project charter, OIG believes the Department should include certain elements in the document, regardless of which option is used. Second, the Department had not established a detailed project schedule for CHIPS Act implementation.

To improve program implementation, the Department should develop guidance on how to design and manage complex, globally focused programs across multiple bureaus. Although Department officials stated that they believed that some components of 18 FAM 301 were not applicable, such as charters and schedules, fully implementing program design principles prescribed in the FAM would be beneficial for project execution among the bureaus involved. In addition, the Department had not assigned a formal lead and management structure to orchestrate the Department's implementation of CHIPS Act-related activities, which would help promote efficiencies, coordination, and further the ability to advance goals.

Audit of Worldwide Protective Services III Initial Training Consolidation Initiative
(AUD-SI-24-23, 7/2024)

The Bureau of Diplomatic Security's (DS) Worldwide Protective Services (WPS) program provides contracted guard, personal protection, and support services at selected diplomatic locations. The previous WPS II contract required security vendors to train their personnel before assignment to Department duties. However, DS found issues with the quality, oversight, and cost of vendors' training. Under the current WPS III contract, the Department consolidated initial training under one vendor. OIG conducted an audit to determine whether this consolidation

enhanced oversight, improved training quality, and achieved cost savings.

OIG found that DS enhanced oversight of the training by consolidating it and assigning a Government Technical Monitor to continuously oversee training. However, DS did not use eFiling, the Department's mandatory contract award management system, to maintain oversight documentation; DS and the Office of Acquisitions Management (AQM) used a DS system. OIG did not identify a waiver process to use alternate systems for all oversight documentation. Thus, DS and AQM were not in compliance with Department guidance. Finally, OIG could not determine whether DS improved training quality or achieved cost savings by consolidating training because DS had not established baseline data or performance indicators or developed a methodology to monitor, evaluate, and measure quality improvements or cost savings. As a result, DS cannot fully characterize the impact of consolidating training.

7 OFFICE OF EVALUATIONS AND SPECIAL PROJECTS

The Office of Evaluations and Special Projects (ESP) complements the work of OIG's Offices of Audits, Inspections, and Investigations and enhances OIG's capabilities to educate employees regarding whistleblower protections. This office also reviews allegations of administrative misconduct by senior officials and conducts special evaluations and reviews, including responses to congressional inquiries.

From April 1, 2024, through September 30, 2024, ESP issued one public report, summarized below. ESP did not complete any misconduct investigations during this reporting period.

During this period, the office also completed two whistleblower investigations, which are discussed in Section 2 of this report.

Special Review of the Department of State's Handling of the Security Clearance Suspension of the Special Envoy for Iran
(ESP-24-01, 9/2024)

At the request of several U.S. Senators, OIG reviewed whether Department officials complied with all relevant laws and regulations regarding the suspension of the security clearance of Special Envoy for Iran Robert Malley and whether the Department followed standard practices following the suspension of the clearance. OIG found that Department officials generally followed standard procedures in the suspension of the clearance.

The Bureau of Diplomatic Security immediately assessed and acted upon the adverse information it received. The Department deviated from the way suspensions are typically delivered by delaying notification to Mr. Malley until senior Department officials were apprised of his suspension, which allowed him the opportunity to participate in a classified conference call after the suspension was approved, but before he was notified.

Also, Department officials restored his access to Sensitive But Unclassified information systems, although such access is usually restricted for individuals in similar circumstances. OIG found that the lack of standard policies for political appointees and the lack of supervision of Special Envoy Malley led to significant confusion as to what work he was authorized to do following the suspension.

The Department failed to consistently notify employees who regularly interacted with Mr. Malley that he was no longer allowed to access classified information. These conditions likely led to Special Envoy Malley engaging on issues outside the limited scope of issues on which he was authorized to work.

Finally, OIG found that the Department did not report the allegations against Mr. Malley to OIG, as required by the Department of State Authorities Act.

OIG made five recommendations to ensure prompt notification of security clearance actions; develop standard procedures for when a political appointee's security

clearance is suspended; amend guidance on Information Facilities and Access Restrictions (IFAR) to include criteria as to which type of IFAR should be issued; consider whether guidance is needed regarding notice to supervisors and colleagues when an employee's security clearance is suspended; and send periodic reminders of the requirement to report allegations of serious or criminal misconduct to OIG. The Department agreed with all of the recommendations.

8 OFFICE OF INSPECTIONS

The Office of Inspections (ISP) conducts independent assessments of the operations of the Department of State (Department), its posts abroad, and related activities. OIG inspects posts and domestic bureaus as required by the Foreign Service Act of 1980, which sets forth three broad areas for inspections: policy implementation, resource management, and management controls.

The office also conducts targeted reviews of Department programs and operations and compliance follow-up reviews on some posts, offices, and bureaus previously inspected to ensure implementation of key recommendations. From April 1, 2024, through September 30, 2024, ISP issued 22 reports on Department programs and operations, 9 of which were unclassified and are summarized below. The *Department of State Classified Annex to the Semiannual Report to the Congress* includes summaries of the other reports.

Domestic Bureaus

Inspection of the Bureau of Political-Military Affairs
(ISP-I-24-16, 9/2024)

OIG found the Bureau of Political-Military Affairs' Assistant Secretary and Principal Deputy Assistant Secretary demonstrated Department leadership and management principles to communicate and foster resilience. OIG determined the bureau managed increased activity in several high-profile areas of concern to the Department, the administration, and Congress: support to Ukraine; the Indo-Pacific strategy, with a focus on Taiwan and the Australia-United States-United Kingdom enhanced security partnership policy; and support to Israel following the October 2023 Hamas attack. However, bureau staffing did not keep pace with workload growth, and the bureau's efforts and Department workforce planning processes were ineffective in addressing the bureau's staffing requirements related to the surge of work on these foreign policy priorities.

The bureau also did not have a centralized system for tracking contracts, and contracting officer's representatives did not perform the majority of contract oversight. Additionally, the bureau had deficiencies in grants management, including the lack of full and open competition for assistance awards.

Lastly, the bureau's systems development lifecycle process lacked documentation for management approvals and stakeholder decisions, and the bureau did not retain project documentation in a central location as required by Department standards.

OIG made recommendations to address executive direction, policy and program implementation, resource management, and information management.

Spotlight on Success: The Bureau of Political-Military Affairs developed criteria-driven proposal processes for allocating certain assistance funding to meet specific strategic objectives.

Program Reviews and Special Reports

Targeted Review of the Bureau of Diplomatic Technology's Cloud Services Program Management
(ISP-I-24-21, 6/2024)

OIG reviewed the Bureau of Diplomatic Technology's enterprise cloud computing services program management. Through this review, OIG sought to determine whether (1) enterprise-level cloud systems complied with federal and Department security requirements; (2) the Cloud Program Management Office and the Systems Integration Office—the two primary enterprise cloud service providers in the bureau—implemented required product management and customer engagement processes and procedures; (3) the bureau established internal controls to govern the use of enterprise cloud systems in the Department; and (4) enterprise cloud systems complied with federal and Department contracting and procurement requirements.

OIG found the bureau's cloud computing policies and guidelines have not kept pace with the quickly evolving cloud computing landscape and the rollout of enterprise cloud services in the Department. OIG determined the bureau established processes and procedures to meet most federal and Department security requirements and to monitor and control costs associated with the enterprise cloud services. However, the policies and guidelines the bureau established to govern the procurement, implementation, configuration, and use of cloud services in the Department were outdated and obsolete.

Additionally, OIG found the customer engagement processes the bureau used to promote awareness of the enterprise cloud services required improvement.

OIG made recommendations to improve the Bureau of Diplomatic Technology's cloud services program management.

Review of the Bureau of Diplomatic Security's Physical Security Waivers and Exceptions Processes
(ISP-I-24-19, 6/2024)

OIG reviewed the Bureau of Diplomatic Security's waivers and exceptions processes for physical security deficiencies. When overseas facilities do not meet physical security requirements, waivers are requested for deficiencies in Secure Embassy Construction and Counterterrorism Act of 1999 (SECCA) requirements, and exceptions are requested for deficiencies to Overseas Security Policy Board (OSPB) standards. OIG's objectives for this review were to determine whether the bureau: (1) developed and implemented internal controls for these processes, (2) ensured the mitigations required by SECCA waivers and OSPB exceptions were implemented, and (3) identified and addressed organizational, resource, or procedural issues that affected the processes.

Overall, OIG concluded the bureau implemented some internal controls for the waivers and exceptions processes, which contributed to a reduction in the average processing time from 416 workdays in 2018 to 66 workdays in 2023. The bureau also developed a standard operating procedure, templates, and established timelines and tracking mechanisms. However, OIG found

the bureau's tracking mechanisms did not provide the information needed to verify whether its process timelines were being met.

Furthermore, OIG determined the bureau did not have formal internal controls in place to ensure mitigations that were approved as part of a waiver or an exception were implemented. Lastly, OIG found the bureau did not consistently require overseas posts to seek exceptions for facilities that did not meet OSPB standards.

OIG made recommendations to improve the Bureau of Diplomatic Security's physical security waivers and exceptions processes.

Overseas Missions

Bureau of African Affairs

Inspection of Embassy Malabo, Equatorial Guinea
(ISP-I-24-23, 8/2024)

OIG found Embassy Malabo operated in a challenging environment that negatively affected operations. Embassy staff demonstrated commendable resilience in this environment, but they strained to maintain internal controls and meet Department standards in operational matters.

Additionally, OIG determined the Ambassador and Deputy Chief of Mission inconsistently modeled some of the Department's leadership and management principles. Yet, OIG assessed that the Ambassador fulfilled his responsibilities to oversee embassy strategic planning and activities under a difficult operating environment.

OIG also found that attendance by U.S. direct-hire staff and families at a weekly happy hour hosted by U.S.-based oil companies likely violated Department policies on receipt of gifts. OIG determined that the Political-Economic Section's reporting and advocacy advanced Department and Integrated Country Strategy priorities. However, the Consular Section did not have an active American Liaison Network to assist in communicating with U.S. citizens in Equatorial Guinea. Also, the embassy did not document some required tasks for the local employee health insurance contract, and it did not manage controlled substances in the Health Unit in compliance with Department standards. Lastly, OIG identified internal control issues in the embassy's information management operations, including in its records management program.

OIG made recommendations to address executive direction, policy and program implementation, resource management, and information management.

Spotlights on Success: Embassy Malabo played an important role in coordinating a large interagency team to successfully contain an outbreak of the Marburg virus disease in Equatorial Guinea. In addition, the Public Diplomacy Section has its locally employed staff annually provide feedback on the performance of the Public Affairs Officer, leading to increased communication, trust, and understanding in the section.

Inspection of Embassy Bangui, Central African Republic
(ISP-I-24-22, 6/2024)

OIG found the Ambassador and Deputy Chief of Mission led Embassy Bangui in a

professional and collaborative manner consistent with the Department's leadership and management principles, particularly related to communication and fostering resilience. However, the 1-year tours of U.S. direct-hire staff, many of whom had limited or no prior experience in their current positions, affected continuity of operations and the embassy's ability to implement and sustain Department best practices.

Furthermore, the embassy did not fully complete bilateral joint evaluations of programs funded by the Bureau of International Narcotics and Law Enforcement Affairs, and the embassy's end-use monitoring program did not fully meet Department standards. OIG determined the Public Diplomacy Section's grant files did not consistently meet the Department's Federal Assistance Directive standards for documentation. Additionally, the Consular Section lacked standard operating procedures and the embassy's public entrance lacked signage and information.

OIG also found the lack of standard operating procedures in general services significantly hampered key areas such as property management and motor pool operations, resulting in multiple deficiencies. The lack of consistent oversight led to a persistent pattern of inventory loss, to include instances of theft and fraud by local staff, resulting in multiple dismissals over the past 2 years. Finally, the embassy's performance of information systems security duties, and non-enterprise network and records management practices, did not comply with Department standards.

OIG made recommendations to address policy and program implementation, resource management, and information management.

Spotlight on Success: Embassy Bangui leveraged the re-opening of the American Center after a 6-year closure to engage key audiences in an otherwise highly constrained public diplomacy environment.

Bureau of East Asian and Pacific Affairs

Inspection of Embassy Kuala Lumpur, Malaysia (ISP-I-24-14, 5/2024)

OIG found the Chargé d'Affaires and acting Deputy Chief of Mission led the embassy in a professional manner in accordance with Department guidance, and the Chargé d'Affaires fully supported the embassy security program. However, Embassy Kuala Lumpur did not monitor and evaluate grants in accordance with Department standards.

Additionally, the Consular Section space did not comply with Department standards for accessibility. Additionally, the embassy did not cross-train consular locally employed staff or officers assigned to the Consular Section in U.S. citizen services procedures, such as processing passport applications.

OIG found the embassy did not review and de-obligate unliquidated obligations in a timely manner. The embassy also did not use the Department's loanable property module to issue and track all mobile devices and radios.

OIG made recommendations to address policy and program implementation, resource management, and information management.

Spotlights on Success: Embassy Kuala Lumpur's consular managers embraced Microsoft Teams during the COVID-19 pandemic and now creatively use the platform as the Consular Section's primary means of communication, improving efficiency and coordination. Additionally, Embassy Kuala Lumpur's Information Management unit used Microsoft OneNote and Planner applications to maintain efficient operations and enhance coordination.

Inspection of Embassy Dili, Timor-Leste (ISP-I-24-13, 5/2024)

OIG found the Chargé d'Affaires and acting Deputy Chief of Mission led Embassy Dili by example in a professional and collaborative manner, which fostered employee morale and productivity. Additionally, the embassy's interagency coordination was generally good, although the Front Office needed to improve coordination with the U.S. Agency for International Development.

Also, Embassy Dili suffered from chronic staffing gaps and difficulty in attracting Foreign Service bidders. However, embassy staff demonstrated resilience despite these staffing issues. In addition, OIG determined the embassy did not conduct joint progress evaluations with the government of Timor-Leste for projects funded by the Bureau of International Narcotics and Law Enforcement Affairs.

Furthermore, the embassy's consular space was inadequate and poorly configured and did not meet Department guidelines. The space issues precluded the embassy from fully delivering nonimmigrant visa services. OIG also found the embassy did not seek Department permission to convert four shipping containers into functional spaces. Additionally, the embassy's motor pool operations did not comply with Department standards. The embassy also did not use the Department's Inventory and Logistics Management System loanable property module to issue and track information technology assets. Finally, the embassy's records retirement practices did not fully comply with Department standards.

OIG made recommendations to address policy and program implementation, resource management, and information management.

Bureau of European and Eurasian Affairs

Inspection of Embassy Bucharest, Romania (ISP-I-24-24, 7/2024)

OIG found the Ambassador and Deputy Chief of Mission led Embassy Bucharest in a professional and collaborative manner, and the embassy advanced important U.S. national security and foreign policy objectives, including those related to Russia's full-scale invasion of Ukraine.

Additionally, Embassy Bucharest's American Spaces program supported the embassy's key policy objectives to strengthen Romanian support for shared democratic values, and the Consular Section and Defense Attaché Office collaborated to provide American Citizen Services to U.S. service members in Romania. However, OIG determined the embassy suffered from attrition and difficulty in hiring new local employees due to non-competitive salaries; and vacancies in locally employed staff positions contributed to some internal control deficiencies.

OIG also found Embassy Bucharest did not have a process for coordinating foreign assistance programs managed by multiple Department bureaus and U.S. agencies. The embassy lacked updated policies and standard operating procedures across multiple sections. Some internal controls in general services, financial management, human resources, and information management did not meet Department standards.

Lastly, the employee recreation association did not have authorization to process official residence expenses for the Ambassador and Deputy Chief of Mission as a service under the association's charter.

OIG made recommendations to address executive direction, policy and program implementation, resource management, and information management.

Inspection of Embassy Warsaw and Constituent Post, Poland
(ISP-I-24-18, 6/2024)

OIG found the Ambassador and Deputy Chief of Mission led Mission Poland in a professional and collaborative manner consistent with the Department's leadership and management principles. Three areas significantly impacted the mission's operations: (1) the effects of, and the mission's response to, Russia's war against Ukraine; (2) the mission's outdated and inadequate facilities; and (3) locally employed staff wages not keeping pace with the cost of living and high inflation in Poland.

OIG determined regional bureau guidance on how to expend Ukraine supplemental funds was not always sufficient and clear. Additionally, OIG found that the embassy lacked adequate guidance and processes for planning official visits and for supporting documentation and justifications for use of Ukraine supplemental funds.

In response to the increase in foreign assistance due to Russia's full-scale invasion of Ukraine, the mission created new coordination mechanisms. However, the mission's public diplomacy grants management record keeping for closed awards did not fully comply with Department standards.

OIG also found the mission had deficiencies in the safety, health, and environmental management program and the fire protection program. In addition, the motor vehicle, property, contracting officer's representative, and financial management programs did not fully comply with Department standards.

Finally, Mission Poland had deficiencies related to information security, non-enterprise networks, telephone system operational readiness, and mobile devices management.

OIG made recommendations to address the operating environment, policy and program implementation, resource management, and information management.

Spotlights on Success: Embassy Poland's Economic Section automated the production of reporting cables, saving time, improving predictability, and fostering staff collaboration on reporting, resulting in products Washington end users praised. In addition, Embassy Warsaw's Strategic Messaging Working Group enabled well-coordinated, timely public messaging for mission-wide deployment.

9 OFFICE OF INVESTIGATIONS

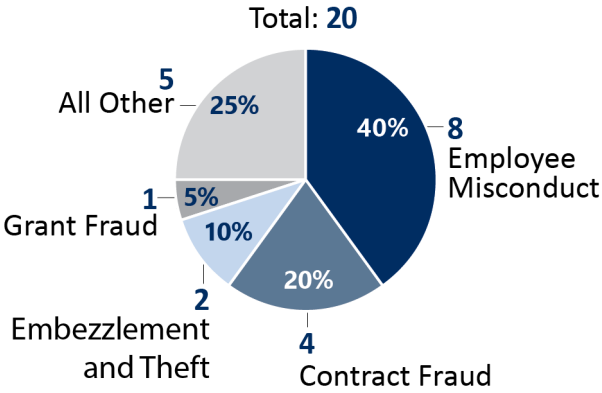
The Office of Investigations (INV) conducts worldwide investigations of criminal, civil, and administrative misconduct related to programs and operations of the Department of State (Department).

The office refers investigative results to the Department of Justice for prosecution and to the Department's Bureau of Global Talent Management, the Bureau of Diplomatic Security, the Office of the Procurement Executive, and other entities for administrative or other appropriate action.

OIG's involvement in complex investigations of crimes affecting Department employees, programs, and operations has resulted in significant actions—including convictions, settlements, recoveries, suspensions, and debarments—and continues to promote integrity and accountability of personnel and programs.

For a summary of INV activity related to Department programs and operations this reporting period, see Table 9.1. For a breakdown of cases closed this reporting period, see Figure 9.1.

Figure 9.1
OIG Investigations Closed, 4/1/2024–9/30/2024



Note: Figures may not equal 100 percent due to rounding.

Source: Office of Investigations electronic case management system.

Table 9.1
OIG Investigative Activity Related to Department of State Programs and Operations, 4/1/2024–9/30/2024

Preliminary Inquiries	
Opened	31
Closed	32
Investigations	
Opened	13
Closed	20
Pending (9/30/2024)	31
Reports Issued[a]	1
Criminal and Civil Actions	
Referrals to the Department of Justice	13
Referrals to Foreign, State, & Local Prosecuting Authorities	0
Arrests	3
Indictments/Informations[b]	9
Convictions	4
Civil Judgments/Settlements	0
Administrative Actions	
Removals (Resignation & Termination)	2
Suspensions/Revocations (Employee & Security Clearance)	3
Reprimands/Admonishments/Other	8
Investigative Monetary Results	
Civil Settlement	$0
Cost Recovery	$96,493
Criminal Forfeiture	$0
Fines and Penalties	$500
Funds Put to Better Use (Cost Savings)	$3,136,800
Restitution	$13,505,152
Suspensions and Debarments	
Contractors/Grantees Suspended	0
Employees/Contractors/Grantees Debarred	7
Outreach	
Fraud Awareness Briefings	15

Note: The figures in this table were derived from a defined search of the Office of Investigations' electronic case management system for the period from April 1, 2024, through September 30, 2024, based upon specific administrative action categories.

[a] The number represents final Reports of Investigation issued during the reporting period. The same Report of Investigation may have been issued to more than one Department bureau or office and may include multiple subjects for possible administrative actions.

[b] The number represents all indictments, criminal informations, and complaints that occurred during the reporting period. All indictments and criminal informations result from referral to prosecuting authorities. The referral may have occurred in a prior reporting period.

OIG's investigative efforts span the globe. As shown in Figure 9.2 and Table 9.2, of the 52 cases and preliminary inquiries closed this reporting period, 54 percent concerned activity in other countries.

Figure 9.2
Department-Related Cases and Preliminary Inquiries Closed, by Country, 4/1/2024–9/30/2024

Source: Office of Investigations electronic case management system.

Table 9.2
Preliminary Inquiries and Cases Closed, 4/1/2024–9/30/2024

Type	Domestic	Overseas
Preliminary Inquiries Closed	14	18
Cases Closed	10	10
Total	**24**	**28**

Source: Office of Investigations electronic case management system.

Investigative Highlights

In a case related to allegations of false claims, three Department employees agreed to repay a total of $12,654 related to allegations of false claims in September 2024, three Department employees agreed to repay a total of $51,528 related to allegations of false claims in July 2024, and two Department employees agreed to repay over $8,700 in May 2024. Previously, 19 Department employees agreed to repay a combined total of nearly $129,000 to settle allegations of false claims. Of those, two were issued warning letters by the Office of Personnel Security and Suitability, and one employee received a letter of reprimand from the Department's Office of Global Talent Management. OIG special agents determined that from 2015 through 2018, the employees utilized a third-party vendor to obtain reimbursements of the Special Needs Education Allowance for purchases that were otherwise not authorized. On March 29, 2022, the owner of Tigris Academy, who also operates the associated entity U.S. History

Abroad, agreed to pay $469,300 to settle fraud claims with the Department. In October 2021, Tigris Academy, its owner, and U.S. History Abroad, were debarred from doing business with the U.S. government for three years.

In August, the Department debarred two Locally Employed Staff (LES) employees and four contractors for their roles in a bribery scheme at a U.S. embassy. OIG and Diplomatic Security special agents determined the LES, one of which was a contracting officer representative (COR) for several embassy contracts, accepted bribe payments from the owner of a company totaling over $11,000. In addition, the investigation revealed that multiple subjects provided false statements to investigators during interviews. Previously, five LES had their security clearances revoked and were terminated from their employment with the U.S. government.

In July, an adult dependent recipient of Foreign Service Benefit Plan payments pleaded guilty to one count of theft of government property and agreed to forfeit $348,719. Special agents from OIG and the U.S. Office of Personal Management, along with the Aetna Special Investigations Unit, determined the dependent continued to collect their mother's pension after her death in 2020. The dependent also filed fictitious medical reimbursement claims, using the funds for home renovations, travel, and gambling.

In June, a Department employee was issued a warning letter by the Diplomatic Security Office of Personnel Security and Suitability. The employee was also issued a letter of reprimand from the Department's Office of Global Talent Management. OIG found that the employee used Department seals on his personal website and referenced his official title in promotional material and speeches he gave in an unofficial capacity without seeking approval.

In a case related to an international advance-fee scheme orchestrated from Nigeria that defrauded victims worldwide of over $5.6 million, an Indiana man was sentenced in June to 36 months in federal prison and ordered to pay over $900,000 in restitution. Previously, in March 2024, he was convicted of conspiracy to commit money laundering and concealment of money laundering. OIG and FBI special agents determined that the offender served as a money launderer who accepted victim funds into his U.S. bank accounts and directed the proceeds to the ringleaders in Nigeria. In 2022, two co-conspirators were sentenced to federal prison and ordered to pay restitution.

In May 2024, a Nigerian national was sentenced to 60 months in a federal prison and ordered to pay $5,693,648 in restitution. He had pled guilty to his role in a multi-million-dollar fraud scheme against victims in more than 20 countries 3 months earlier. OIG and FBI special agents determined he helped orchestrate the scam. Previously, in 2022, two co-conspirators were each sentenced to federal prison and ordered to pay restitution.

Also in May, U.S. Rep. Enrique Roberto "Henry" Cuellar and his wife, Imelda Cuellar, were indicted for participating in two schemes involving bribery, unlawful foreign influence, and money laundering. Beginning in at least December 2014 and continuing through at least November 2021, Rep. Cuellar and Imelda Cuellar allegedly accepted

approximately $600,000 in bribes from two foreign entities: an oil and gas company wholly owned and controlled by the government of Azerbaijan, and a bank headquartered in Mexico City. In exchange for the bribes, he allegedly agreed to use his office to influence U.S. foreign policy and legislative activity beneficial to the foreign entities. OIG and the FBI continue to investigate the case.

In April 2024, a company agreed to repay the U.S. government $11,853 through a Program Fraud Civil Remedies Act settlement. The settlement resolved allegations that the company sold grey market and potentially counterfeit equipment to the Department from 2016 to 2018.

Investigations Involving Senior Government Employees

During the reporting period, INV conducted two investigations involving senior government employees at the Department where OIG substantiated allegations of misconduct. They are summarized below in Table 9.3. Other than the investigations described in Table 9.3, this office has no investigations to report involving senior government employees that were substantiated and closed during the reporting period but not disclosed to the public.

Table 9.3
Investigations Involving Senior Government Employees Where Allegations Were Substantiated, 4/1/2024–9/30/2024

Description	Status	DOJ Referral & Response	Closed Date
Case #C2023047			
On September 25, 2023, OIG opened an investigation based on information that an employee submitted false, vague, and misleading invoices to the Department for reimbursement for unallowable education expenses.	The investigation substantiated the allegation that a portion of the reimbursement was for unallowable educational expenses.	This case was not referred to DOJ because DOJ declined to prosecute an overarching related investigation. The case was referred for administrative action. On December 12, 2023, the employee repaid $3,130. On April 17, 2024, the employee was issued a letter of admonishment and on June 3, 2024, a warning memorandum was issued.	6/2024
Case #C2021040			
On August 27, 2021, OIG opened an investigation based on information that an employee displayed the Department's official seal on his personal	The investigation substantiated the allegations that the employee used Department seals on his personal website and	This case was not referred to DOJ because OIG did not find that a civil or criminal violation occurred. The case was referred for	6/2024

Description	Status	DOJ Referral & Response	Closed Date
website and referenced his official title in promotional material and speeches he gave in an unofficial capacity without first seeking approval.	referenced his official title in promotional material and speeches he gave in an unofficial capacity without first seeking approval.	administrative action. On June 3, 2024, the employee received a warning memorandum.	

Investigations Related to Trafficking in Persons

Pursuant to Section 122 of the Trafficking Victims Prevention and Protection Reauthorization Act of 2022, the Office of Inspector General must report to Congress certain data regarding investigations related to trafficking in persons. Table 9.4 contains such data for the current reporting period.

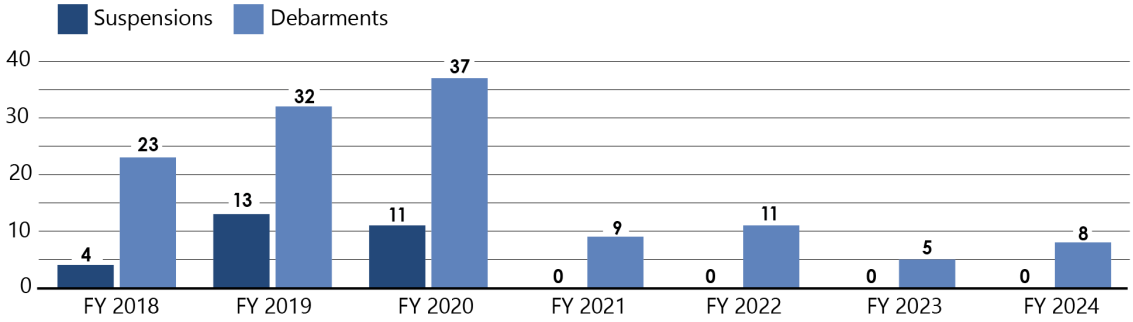
Table 9.4
Trafficking in Persons Investigations per the Trafficking Victims Prevention and Protection Reauthorization Act of 2022*

	Reporting Period 4/1/2024–9/30/2024
Complaints Received	0
Active Investigations	0
Open Pending Investigations	0
Investigations Completed	0

*Allegations received may be converted into preliminary or full investigations if there is a trafficking in persons nexus to the Department or USAGM personnel, programs, or operations, as defined in 22 USC § 7104(g) and FAR 22.17. In addition, hotlines may be referred to Department/USAGM offices or external partners for awareness and possible action if within scope.

Figure 9.3 shows suspension and debarment action taken by the Department as a result of OIG referrals from FY 2018 to FY 2024.

Figure 9.3
Suspension and Debarment Action Taken by the Department as a Result of OIG Referrals, FY 2018–FY 2024



Source: Office of Investigations electronic case management system.

10 FINANCIAL RESULTS OF OIG WORK RELATED TO THE DEPARTMENT OF STATE

In the reports it issued this reporting period, OIG identified approximately $771,000 in potential monetary benefits to the Department of State (Department). At the close of this reporting period, the Department had not yet made a management decision on approximately $463 million in questioned costs or funds that could be put to better use, as identified by OIG. OIG determines that a management decision on questioned costs and funds put to better use has been made and reports such a determination when OIG receives and accepts sufficient, specific evidence during the compliance process. For the status of recommendations involving questioned costs in OIG reports on Department programs and operations, see Table 10.1. For the status of recommendations involving funds that could be put to better use, see Table 10.2. For a summary of consolidated Department and U.S. Agency for Global Media (USAGM) totals of potential monetary benefits identified by OIG during this reporting period, see Section 5 of this report.

OIG Financial Lexicon

Questioned Costs

Costs that are questioned by OIG because of an alleged violation of a provision; costs not supported by adequate documentation; or a finding that the expenditure of funds for the intended purpose is unnecessary or unreasonable.

Not Disallowed (i.e., Allowed):
A cost questioned by OIG that management has decided should be charged to the government.

Disallowed:
A cost questioned by OIG that management has agreed should not be charged to the government.

Funds Put to Better Use

Funds that could be used more efficiently if management took actions to implement and complete the recommendation.

Agreed:
The dollar value of recommendations that management agreed to implement.

Disagreed:
The dollar value of recommendations that management disagreed with implementing.

Table 10.1
Status of OIG Recommendations to the Department of State Including Questioned Costs, 4/1/2024–9/30/2024

		# Reports	Questioned Costs ($ Thousands)	Unsupported Costs[a] ($ Thousands[b])
A.	No management decision made by start of the reporting period	4	$9,899	$486
B.	Issued during the reporting period			
	Inspection of Embassy Kuala Lumpur, Malaysia		$79	$79
	Total issued during the reporting period	1	$79	$79
	Total (A+B)	**5**	**$9,978**	**$565**
C.	Management decision made during the reporting period			
	(i) Disallowed costs		$1	$1
	(ii) Costs not disallowed		$332	$209
	Subtotal	1	$333	$210
D.	Total remaining for decision as of the end of the reporting period [(A+B) – Subtotal C]	5[c]	$9,645	$355
E.	Additional monetary benefits achieved as the result of prior OIG recommendations	1	$0	$0

[a] "Unsupported Costs" is a subset of "Questioned Costs."
[b] Dollar amounts may be affected by rounding.
[c] Count of remaining reports cannot be directly derived from the preceding report counts above because some reports include more than one recommendation with monetary benefits. The five reports noted in the table contain six recommendations without a management decision at the end of the period.

Table 10.2
Status of OIG Recommendations to the Department of State Recommending Funds Be Put to Better Use, 4/1/2024–9/30/2024

		# Reports	Funds Put to Better Use ($ Thousands[a])
A.	No management decision made by start of the reporting period	16	$458,542
B.	Issued during the reporting period		
	Inspection of Embassy Malabo, Equatorial Guinea		$339
	Inspection of Embassy Warsaw and Constituent Post, Poland		$244
	Inspection of Embassy Kuala Lumpur, Malaysia		$109
	Total issued during the reporting period	3	$692
	Total (A+B)	**19**	**$459,234**
C.	Management decision made during the reporting period		
	(i) Dollar value of recommendations agreed to by management		$3,012
	(ii) Dollar value of recommendations not agreed to by management		$3,164
	Subtotal	6	$6,176
D.	Total remaining for decision as of the end of the reporting period [(A+B) – Subtotal C]	13[b]	$453,058
E.	Additional monetary benefits achieved as the result of prior OIG recommendations	2	$883

[a] Dollar amounts may be affected by rounding.
[b] Count of remaining reports cannot be directly derived from the preceding report counts above because some reports include more than one recommendation with monetary benefits. The 13 reports noted in the table contain 16 recommendations without a management decision at the end of the period.

Office of Management and Budget Single Audits

Office of Management and Budget (OMB) Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (2 CFR Part 200) establishes audit requirements for state and local governments, colleges and universities, and nonprofit organizations receiving federal awards. Under 2 CFR Part 200, covered entities that expend $750,000 or more during the non-federal entity's fiscal year in federal funds must obtain a single audit conducted for that year that includes the entity's financial statements and compliance with federal award requirements. These audits are conducted by non-federal auditors, such as public accounting firms and state auditors. OIG reviews selected audit reports for findings and questioned costs related to Department awards to ensure that the reports comply with the requirements of OMB related to single audits. OIG's oversight of non-federal audit activity informs federal managers about the soundness of the

management of federal programs and identifies any significant areas of internal control weaknesses, noncompliance, and questioned costs for resolution or follow-up.

In this reporting period, OIG's Office of Audits conducted follow-up on questioned costs referred to program officials for resolution in prior periods. As shown in Table 10.3, the Department made no decisions during this period to allow or disallow the questioned costs of approximately $252,000 referred to program officials for resolution in prior periods.

Table 10.3
Inspector General-Referred Single Audit Reports With Questioned Costs

	Recommendation Status	# Reports	Questioned Costs ($ Thousands)*
A.	For which no management decision had been made by the commencement of the reporting period	5	$252
B.	Issued during the reporting period	0	$0
	Subtotal Questioned Costs (A+B)	5	$252
C.	For which a management decision was made during the reporting period		
	(i) dollar value of disallowed costs	0	$0
	(ii) dollar value of costs not disallowed	0	$0
	Total Management Decisions	0	$0
D.	For which no management decision has been made by the end of the reporting period [(A+B) – Subtotal C]	5	$252

* Dollar amounts may be affected by rounding.

Defense Contract Audit Agency Audits

The Bureau of Administration, Office of the Procurement Executive, Office of Acquisitions Management (AQM) provided OIG information concerning Department contract awards. The bureau's Business Operations Division initiates and coordinates audits with the Defense Contract Audit Agency (DCAA) to support contracting officers. Questioned costs that are identified represent the total of all questioned dollars in DCAA audit reports issued during this reporting period. The management decision captures the resolution of audit reports made by the contracting officer during this reporting period to allow or disallow questioned costs. OIG did not verify, or otherwise audit, the values shown in Table 10.4 for the information AQM provided.

Table 10.4
Defense Contract Audit Agency Audit Reports With Questioned Costs

	Recommendation Status	# Reports	Questioned Costs ($ Thousands[a])
A.	For which no management decision had been made by the commencement of the reporting period	3	$15,524
B.	Issued during the reporting period		
	Independent Audit Report on Michael Stapleton Associates, Ltd.'s Proposed Amounts on Unsettled Flexibly Priced Contracts for Fiscal Year 2021, for Task Orders 0004, 0009, 0010, and Bridge (2021I10100003 June 5, 2024)		$926
	Independent Audit Report on Michael Stapleton Associates, Ltd.'s Proposed Amounts on Unsettled Flexibly Priced Contracts for Fiscal Year 2022, for Task Orders 0004, 0009, 0010, and Bridge (2022I10100004, June 5, 2024)		$824
	Supplement to Independent Audit Report on PAE Government Services, Inc.'s Proposed Amounts on Unsettled Flexibly Priced Contracts for Fiscal Year 2022 (2022A10100002-S1, June 6, 2024) [b]		$4,021
	Independent Audit Report on Constellis, Segment 1's Proposed Amounts on Unsettled Flexibly Priced Contracts for FY2022 (2022R10100002, June 28, 2024)		$87
	Total Issued During the Reporting Period	4[c]	$5,858
	Subtotal Questioned Costs (A+B)	7	$21,383
C.	For which management decision was made during the reporting period		
	(i) Disallowed Costs		$3,449[d]
	(ii) Costs Not Disallowed		$3,323
	Total Management Decisions	4[e]	$6,772
D.	For which no management decision has been made by the end of the reporting period	3	$14,610

[a] Dollar amount may be affected by rounding.
[b] This audit report is a supplement to the initial 2022A10100002 report, dated April 22, 2024. The supplemental report incorporates the findings from DCAA Audit Report No. 2022H10100005, dated May 7, 2024, Independent Audit Report on Taylors International Services, Inc.'s Proposed Amounts on Unsettled Flexibly Priced Contracts for FY 2022. The supplemental report listed is inclusive of the total questioned costs from both reports.
[c] Number excludes eight additional DCAA reports issued during the reporting period that AQM reported as having no questioned costs.
[d] In addition to the detail provided, the Department assessed and recovered additional penalties totaling $63,763 (not rounded) pursuant to FAR 42.709-1, Penalties for Unallowable Costs.
[e] Number includes the number of reports with full management decisions on all remaining questioned costs and excludes the number of reports with pending questioned costs.

11 COMPLIANCE

OIG tracks and documents the status of OIG report recommendations and agency follow-up actions. Office of Management and Budget (OMB) Circular A-50 requires prompt resolution and corrective action on OIG recommendations. Specifically, the circular states that resolution shall be made within 6 months after the final report is issued, with corrective action proceeding as rapidly as possible.

The tables in Appendix D provide detailed information about the status of OIG open recommendations. Tables D.1 through D.3 identify unresolved and resolved but unimplemented recommendations associated with unclassified reports issued prior to April 1, 2024, as well as each recommendation's associated potential monetary benefits. Table D.4 identifies Department of State Significant Management Decisions With Which OIG Disagreed. Table D.5 highlights a number of recommendations that were closed during the reporting period.

OVERSIGHT OF U.S. AGENCY FOR GLOBAL MEDIA PROGRAMS AND OPERATIONS

12 OFFICE OF AUDITS

The Office of Audits supports the U.S. Agency for Global Media (USAGM) by auditing its programs and operations and making recommendations to improve management, strengthen integrity and accountability, and ensure the most efficient, effective, and economical use of resources. Audit work focuses on such areas of concern as financial management and information security and management practices. From April 1, 2024, to September 30, 2024, the Office of Audits issued two reports related to USAGM programs and operations, one of which is publicly available. The publicly available report is summarized here.

Financial Management

Audit of U.S. Agency for Global Media FY 2023 Compliance With Payment Integrity Requirements
(AUD-FM-IB-24-18, 5/2024)

OIG found that USAGM complied with payment integrity requirements for the FY 2023 reporting period. Specifically, USAGM published on its website the FY 2023 financial statement and accompanying materials, which included all applicable payment integrity information. In addition, USAGM conducted program-specific risk assessments and made appropriate conclusions related to the risk assessments.

13 OFFICE OF INVESTIGATION

The Office of Investigations conducts worldwide investigations of criminal, civil, and administrative misconduct related to U.S. Agency for Global Media (USAGM) programs and operations. For a summary of OIG investigative activity related to USAGM programs and operations this reporting period, see Table 13.1.

Table 13.1
OIG Investigative Activity Related to the U.S Agency for Global Media, 4/1/2024–9/30/2024

Preliminary Inquiries	
Opened	0
Closed	1
Investigations	
Opened	0
Closed	1
Pending (9/30/2024)	0
Reports Issued	0
Criminal and Civil Actions	
Referrals to the Department of Justice	0
Referrals to Foreign, State, & Local Prosecuting Authorities	0
Arrests	0
Indictments/Informations[a]	0
Convictions	0
Civil Judgments/Settlements	0
Administrative Actions	
Removals (Resignation & Termination)	1
Suspensions/Revocations (Employee & Security Clearance)	0
Reprimands/Admonishments/Other	0
Investigative Monetary Results	
Civil Settlement	$0
Cost Recovery	$0
Criminal Forfeiture	$0
Fines and Penalties	$0
Funds Put to Better Use (Cost Savings)	$0
Restitution	$0
Suspensions and Debarments	
Contractors/Grantees Suspended	0
Employees/Contractors/Grantees Debarred	5
Outreach	
Fraud Awareness Briefings	7

Note: The figures in this table were derived from a defined search of the Office of Investigations' electronic case management system for the period from April 1, 2024, through September 30, 2024, based upon specific administrative action categories.

[a] The number represents all indictments, criminal informations, and complaints that occurred during the reporting period. All indictments and criminal informations result from referral to prosecuting authorities. The referral may have occurred in a prior reporting period.

Investigative Highlights

In September, one former government employee, two contractors, and two contract companies were debarred for 3 years for their roles in a bribery conspiracy. The two co-conspirators and former U.S. Agency for Global Media Contracting Officer (CO) were previously sentenced to prison. OIG and FBI special agents had detected fraud involving the CO and two individuals from late 2014 to 2016. The CO provided preferential treatment that included awarding a professional staffing contract worth millions of dollars and steering of the procurement process to benefit the co-conspirators and contracting firms.

14 FINANCIAL RESULTS OF OIG WORK RELATED TO THE U.S. AGENCY FOR GLOBAL MEDIA

In the reports it issued this reporting period, OIG did not identify potential monetary benefits to the U.S. Agency for Global Media (USAGM). USAGM had no open recommendations involving questioned costs or funds put to better use from this or previous reporting periods that required a management decision. OIG determines that a management decision on questioned costs and funds put to better use has been made and reports such a determination when OIG receives and accepts sufficient, specific evidence during the compliance process.

OIG Financial Lexicon

Questioned Costs
Costs that are questioned by OIG because of an alleged violation of a provision; costs not supported by adequate documentation; or a finding that the expenditure of funds for the intended purpose is unnecessary or unreasonable. **Not Disallowed (i.e., Allowed)**: A cost questioned by OIG that management has decided should be charged to the government. **Disallowed**: A cost questioned by OIG that management has agreed should not be charged to the government.

Funds Put to Better Use
Funds that could be used more efficiently if management took actions to implement and complete the recommendation. **Agreed**: The dollar value of recommendations that management agreed to implement. **Disagreed**: The dollar value of recommendations that management disagreed with implementing.

Office of Management and Budget Single Audits

OMB's Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (2 CFR Part 200) establishes audit requirements for state and local governments, colleges and universities, and nonprofit organizations receiving Federal awards. Under 2 CFR Part 200, covered entities that expend $750,000 or more during the non-federal entity's fiscal year in federal funds must obtain a single audit conducted for that year that includes the entity's financial statements and compliance with Federal award requirements. These audits are conducted by non-Federal auditors, such as public accounting firms and state auditors.

During this reporting period, there were no audit reports with findings and questioned costs for which USAGM was required to issue management decisions.

15 COMPLIANCE

OIG tracks and documents the status of OIG report recommendations and agency follow-up actions. Office of Management and Budget (OMB) Circular A-50 requires prompt resolution and corrective action on OIG recommendations. Specifically, the circular states that resolution shall be made within 6 months after the final report is issued, with corrective action proceeding as rapidly as possible.

Table E.1 reports the status of open OIG recommendations to U.S. Agency for Global Media (USAGM) as of September 30, 2024.

APPENDICES

APPENDIX A: OIG REPORTS RELATED TO DEPARTMENT OF STATE PROGRAMS AND OPERATIONS

Table A.1
OIG Reports Related to Department of State Programs and Operations, 4/1/2024–9/30/2024

Report #	Report Title	Date
Office of Audits		
AUD-GEER-24-32	*Management Assistance Report: The Department Would Benefit From a Formal, Systematic Methodology To Capture and Utilize Lessons Learned Following Post Evacuations*	9/2024
AUD-FM-24-30	*Management Assistance Report: Warrant and Training Programs Needed for Personnel Responsible for Transportation-Related Acquisitions*	9/2024
AUD-GEER-24-28	*FY 2023 NDAA Section 5275 Mandated Review of the Department of State Efforts to Support and Process Afghan Special Immigrant Visa Applicants and Other Afghan Evacuees*	9/2024
AUD-SI-24-29	*Audit of Department of State FY 2024 Compliance With the Geospatial Data Act of 2018*	8/2024
AUD-SI-24-20	*Audit of the Department of State's Program Design Plan Related to the Creating Helpful Incentives To Produce Semiconductors Act of 2022*	8/2024
AUD-SI-24-23	*Audit of Worldwide Protective Services III Initial Training Consolidation Initiative*	7/2024
AUD-GEER-24-21	*Evaluation of Department of State Accounting, Screening, and Vetting of Afghan Evacuees*	7/2024
AUD-GEER-24-19	*Management Assistance Report: Actions Needed To Meet Requirements for Establishing the Office of the Coordinator on Global Anti-Corruption*	6/2024
AUD-GEER-24-16	*Audit of the Department of State's Humanitarian Response to the Ukraine Crisis*	5/2024
AUD-FM-24-17	*Audit of Department of State FY 2023 Compliance With Payment Integrity Requirements*	4/2024
AUD-FM-24-15	*Management Letter Related to the Audit of the International Boundary and Water Commission, United States and Mexico, U.S. Section, FY 2023 Financial Statements*	4/2024
Office of Evaluations and Special Projects		
ESP-24-01	*Special Review of the Department of State's Handling of the Security Clearance Suspension of the Special Envoy for Iran*	9/2024
Office of Inspections		
ISP-I-24-16	*Inspection of the Bureau of Political-Military Affairs*	9/2024
ISP-I-24-23	*Inspection of Embassy Malabo, Equatorial Guinea*	8/2024
ISP-I-24-24	*Inspection of Embassy Bucharest, Romania*	7/2024
ISP-I-24-22	*Inspection of Embassy Bangui, Central African Republic*	6/2024

Office of Inspections		
ISP-I-24-21	*Targeted Review of the Bureau of Diplomatic Technology's Cloud Services Program Management*	6/2024
ISP-I-24-19	*Review of the Bureau of Diplomatic Security's Physical Security Waivers and Exceptions Processes*	6/2024
ISP-I-24-18	*Inspection of Embassy Warsaw and Constituent Post, Poland*	6/2024
ISP-I-24-14	*Inspection of Embassy Kuala Lumpur, Malaysia*	5/2024
ISP-I-24-13	*Inspection of Embassy Dili, Timor-Leste*	5/2024

Table A.2
OIG Reports Related to Department of State Programs and Operations and Summarized in the *Department of State Classified Annex to the Semiannual Report to the Congress*, 4/1/2024–9/30/2024

Report #	Report Title	Date
Office of Audits		
AUD-IT-24-33	*Audit of the Bureau of Intelligence and Research's Implementation of Emerging Technology*	9/2024
AUD-GEER-24-31	*Supplemental Classified Report on the Audit of the Disposition of Sensitive Security Assets at U.S. Embassies Kabul, Afghanistan, and Kyiv, Ukraine*	9/2024
MA-24-02	*Management Alert: Physical Security Deficiencies Identified at U.S. Embassy Jerusalem, Israel, Agron Compound*	9/2024
AUD-IT-24-27	*Audit of the International Boundary and Water Commission, United States and Mexico, U.S. Section, FY 2024 Information Security Program*	7/2024
AUD-IT-24-26	*Audit of the Department of State FY 2024 Information Security Program*	7/2024
AUD-IT-24-26A	*Classified Annex to the Audit of the Department of State FY 2024 Information Security Program*	7/2024
AUD-IT-24-24	*Audit of the Department of State FY 2024 Information Security Program for Sensitive Compartmented Information Systems*	7/2024
AUD-IT-24-22	*Technical Assessment of the International Boundary and Water Commission, United States and Mexico, U.S. Section, Vulnerability and Configuration Management Processes*	7/2024
Office of Inspections		
ISP-S-24-16A	*Classified Annex to the Inspection of the Bureau of Political-Military Affairs*	9/2024
ISP-S-24-24	*Classified Inspection of Embassy Bucharest, Romania*	7/2024
ISP-S-24-11	*Review of the Department of State's Development and Implementation of the U.S. Plan to Counter Illicit Diversion of Certain Advanced Conventional Weapons in Eastern Europe*	7/2024
ISP-S-24-23	*Classified Inspection of Embassy Malabo, Equatorial Guinea*	6/2024
ISP-S-24-22	*Classified Inspection of Embassy Bangui, Central African Republic*	6/2024

Office of Inspections		
ISP-S-24-15	*Classified Inspection of Embassy Lilongwe, Malawi*	6/2024
ISP-S-24-14	*Classified Inspection of Embassy Kuala Lumpur, Malaysia*	5/2024
ISP-S-24-13	*Classified Inspection of Embassy Dili, Timor-Leste*	5/2024
ISP-C-24-20	*Report title is redacted due to classification*	4/2024
ISP-S-24-18	*Classified Inspection of Embassy Warsaw and Constituent Post, Poland*	4/2024
ISP-I-24-17	*Review of the Kyiv Transit Platform*	4/2024
ISP-S-24-17A	*Classified Annex to the Review of the Kyiv Transit Platform*	4/2024
ISP-S-24-12	*Classified Inspection of Embassy Dar es Salaam, Tanzania*	4/2024

APPENDIX B: OIG REPORTS RELATED TO U.S. AGENCY FOR GLOBAL MEDIA PROGRAMS AND OPERATIONS

Table B.1
OIG Reports Related to U.S. Agency for Global Media Programs and Operations, 4/1/2024–9/30/2024

Report #	Report Title	Date Issued
Office of Audits		
AUD-FM-IB-24-18	*Audit of U.S. Agency for Global Media FY 2023 Compliance With Payment Integrity Requirements*	5/2024
Office of Evaluations and Special Projects		
None		
Office of Inspections		
None		

Table B.2
OIG Reports Related to U.S. Agency for Global Media Programs and Operations Summarized in the *United States Agency for Global Media Sensitive But Unclassified Annex to the Semiannual Report to the Congress*, 4/1/2024–9/30/2024

Report #	Report Title	Date
Office of Audits		
AUD-IT-IB-24-25	*Audit of the U.S. Agency for Global Media FY 2024 Information Security Program*	7/2023

APPENDIX C: PEER REVIEWS

The Office of Inspector General (OIG) conducts oversight activities to help ensure that the Department of State, the U.S. Section of the International Boundary and Water Commission, United States and Mexico, and the U.S. Agency for Global Media manage and execute programs and operations as efficiently and effectively as possible. To underscore the importance of operational efficiency and effectiveness, OIG is measured by industry standards and best practices set forth by the oversight community, represented by the Council of the Inspectors General on Integrity and Efficiency (CIGIE). As part of this shared internal control system, CIGIE requires OIGs to conduct and undergo periodic external peer reviews, and the Inspector General Act of 1978 requires the results of these peer reviews to be published in this Semiannual Report to the Congress.

Office of Audits
The Office of Audits (AUD) did not undergo a peer review related to Government Auditing Standards during this reporting period. The date of the most recent peer review to determine accordance with such standards was March 15, 2022. AUD also did not undergo a peer review related to Quality Standards for Inspection and Evaluation. The date of the most recent peer review to determine accordance with such standards was September 12, 2023.

Office of Inspections
The Office of Inspections (ISP) did not undergo a peer review during this reporting period. The date of the most recent peer review to determine accordance with standards was September 12, 2023.

Office of Evaluations and Special Projects
The Office of Evaluations and Special Projects (ESP) did not undergo a peer review during the reporting period. The date of the most recent peer review to determine accordance with standards was September 12, 2023.

Office of Investigations
The Office of Investigations (INV) did not undergo a peer review during this reporting period. The Office of Investigations was last peer reviewed in July 2018 and has no outstanding recommendations. Due to the impact of COVID, the INV peer review scheduled for 2022 was rescheduled by CIGIE to 2025.

APPENDIX D: DEPARTMENT OF STATE COMPLIANCE

Tables D.1 through D.5 report the status of open Office of Inspector General (OIG) recommendations to the Department of State (Department) as of September 30, 2024, as well as certain recommendations that were closed during the reporting period. OIG continues to work with Department officials to resolve and close the recommendation.

The current action offices listed in some of the recommendations may have changed since the recommendations were issued in the original reports.

OIG Compliance Lexicon

Open
Unresolved: No agreement between OIG and management on the recommendation or proposed corrective action.
Resolved: Agreement on the recommendation and proposed corrective action but implementation has not been completed.

Closed
Agreed-upon corrective action is complete.

Table D.1
Open Office of Audits Recommendations Issued in Previous Periods, Pending Final Department of State Action, as of 9/30/2024

Significant Open Recommendations	Potential Monetary Benefits
Audit of Select Contract Administration Processes Related to the Construction of New Embassy Compound Mexico City, Mexico (AUD-CGI-24-09, 1/2024)	
Recommendation 1: OIG recommends that the Bureau of Overseas Buildings Operations, in coordination with the Bureau of Administration, develop, implement, and communicate a process to ensure that Project Directors for construction projects prepare independent government cost estimates that consider the impact that the modification will have on the overall schedule of the project to determine if extensions are justified. At a minimum, the process should include clarification of individual responsibilities and accountability.	N/A
Audit of the Planning, Design, Construction, and Commissioning of the Central Power Plant at U.S. Embassy Baghdad, Iraq (AUD-GEER-24-02, 11/2023)	
Recommendation 1: OIG recommends that the Bureau of Administration, in coordination with the Bureau of Overseas Buildings Operations, issue a directive (1) emphasizing the requirement to comply with Federal Acquisition Regulation 36.605(b), which states that access to information concerning the independent government cost estimate shall be limited to government personnel whose	N/A

Significant Open Recommendations	Potential Monetary Benefits
official duties require knowledge of the estimate and (2) underscoring accountability and identifying penalties for noncompliance.	
Recommendation 2: OIG recommends that the Bureau of Overseas Buildings Operations develop, implement, and communicate a process to require documentation that comprehensive needs assessments are conducted, detailed options are discussed, and written justifications are made when deciding to construct major projects at overseas posts.	N/A
Recommendation 3: OIG recommends that the Bureau of Administration, in coordination with the Bureau of Overseas Buildings Operations, develop, implement, and communicate a process to ensure that new work that is not within the general scope of the contract or task order is treated as a new procurement, preventing out-of-scope modifications, as required by federal regulations and Department requirements.	N/A
Recommendation 4: OIG recommends that the Bureau of Administration, in coordination with the Bureau of Overseas Buildings Operations, issue a directive (1) emphasizing that acquisition planning and market research are completed and documented prior to initiating new projects at overseas posts, as required by federal regulations and Department of State requirements, and (2) underscoring accountability and identifying penalties for noncompliance.	N/A
Recommendation 5: OIG recommends that the Bureau of Administration, in coordination with the Bureau of Overseas Buildings Operations, issue a directive (1) emphasizing that the most highly qualified Architect/Engineering firm shall be selected, as required by public law, federal regulations, and Department of State requirements, and (2) underscoring accountability and identifying penalties for noncompliance.	N/A
Recommendation 7: OIG recommends that the Bureau of Overseas Buildings Operations develop, implement, and communicate a process that ensures that reviews for all technical disciplines are completed and documented at all interim design submissions.	N/A
Recommendation 8: OIG recommends that the Bureau of Overseas Buildings Operations develop, implement, and communicate a process to (1) document a description of the design change, the necessity of the design change, the potential cost impact, the potential schedule impact, and management approvals when Department of State-initiated design changes require modification to the design contract and (2) ensure the Basis of Design includes all design changes.	N/A
Recommendation 9: OIG recommends that the Bureau of Overseas Buildings Operations develop, implement, and communicate a process requiring it to address significant design deficiencies in facilities when deficiencies are identified during construction rather than after the facilities have been constructed.	N/A
Recommendation 10: OIG recommends that the Bureau of Overseas Buildings Operations issue a directive (1) emphasizing Department of State policy that the commissioning process begins before the design phase and that the process continues until the expiration of the 1-year warranty period of the operations and	N/A

Significant Open Recommendations	Potential Monetary Benefits
maintenance phase and (2) underscoring accountability and identifying penalties for noncompliance.	
Recommendation 11: OIG recommends that the Bureau of Overseas Buildings Operations (OBO) develop, implement, and communicate a process requiring responsible OBO officials to document specific and detailed reasons and associated risks, proportional to the level of specificity and detail in the commissioning testing results, if OBO disagrees with commissioning testing results.	N/A
Recommendation 12: OIG recommends that the Bureau of Overseas Buildings Operations (OBO) develop, implement, and communicate processes requiring responsible OBO officials to document specific and detailed reasons, proportional to the level of specificity detailed in the commissioning reports, if OBO disagrees with commissioning report recommendations. This process must include, at a minimum, written documentation of an assessment of the risks associated with dismissing commissioning report recommendations, a comprehensive plan to mitigate those risks, and management's approval of these actions.	N/A
Recommendation 13: OIG recommends that the Bureau of Overseas Buildings Operations develop an action plan and budget for implementing recommendations to improve the performance and correct deficiencies of U.S. Embassy Baghdad, Iraq's central power plant, as recommended in the technical study report by the Miller Hull Partnership, LLP, and Mason and Hanger, Inc. This action plan should include a timeline with milestones for implementation and should report progress to the Under Secretary of State for Management.	N/A
Audit of Physical Security Standards for Department of State Temporary Structures at Selected Overseas Posts (AUD-SI-23-30, 9/2023)	
Recommendation 4: OIG recommends that the Bureau of Overseas Buildings Operations, in coordination with the Bureau of Diplomatic Security (DS), develop and implement a process to periodically reconcile data between the Real Property Application and key DS databases, including the Published Waivers/Exceptions database, Deficiency Database, and Published Physical Security Surveys database.	N/A
Audit of Department of State Efforts To Identify and Terminate Unneeded Contracts Related to Afghanistan (AUD-CGI-23-26, 9/2023)	
Recommendation 1: OIG recommends that the Bureau of Administration, in coordination with the Bureau of the Comptroller and Global Financial Services, develop and implement a process that can be used in response to an emergency situation at an overseas post to identify contracts that require termination or other contract administration actions.	N/A
Recommendation 2: OIG recommends that the Bureau of Administration develop and implement a contingency action plan that could be enacted to optimize Contracting Officers' workload management during challenging	N/A

Significant Open Recommendations	Potential Monetary Benefits
periods, such as when a surge of contracts need to be terminated, suspended, or closed out.	
Recommendation 3: OIG recommends that the Bureau of Administration develop and implement an effective tool to track the status of contracts from termination through closeout. At a minimum, the tool should identify the steps remaining to be completed in the termination and closeout process, including identifying overdue steps, and the time elapsed between key steps.	N/A
Recommendation 4: OIG recommends that the Bureau of Administration develop a plan to assess and take action to ensure Contracting Officers' compliance with Department of State requirements regarding maintaining contract administration file documentation in eFiling.	N/A
Recommendation 6: Following implementation of Recommendation 5, OIG recommends that the Bureau of Administration (a) analyze the results of the survey to identify the factors hindering the use of eFiling to maintain contract administration documentation, including technical issues that need to be addressed and (b) develop and implement, if appropriate, a corrective action plan to increase the use of the mandated eFiling module.	N/A
Recommendation 7: OIG recommends that the Bureau of Administration update the Foreign Affairs Manual, Foreign Affairs Handbook, and supplemental procurement guidance to assist and support Contracting Officers in conducting contract terminations. At a minimum, the policies and procedures should include guidance detailing the contents of termination dockets, such as the type and extent of documentation to maintain; expected timelines for adding documents; and standardized methods for organizing and naming documents. The policy and procedures should also include helpful tools, such as a checklist of documents that are required to be maintained in the termination docket and a post-termination conference meeting template.	N/A
Recommendation 8: OIG recommends that the Bureau of Administration, in coordination with the Foreign Service Institute, modify contract administration training that is offered by the Department of State to include guidance on the contract termination process.	N/A
Evaluation of Adjustments to the Afghan Special Immigrant Visa Program From 2018 Through 2022 (AUD-MERO-23-23, 8/2023)	
Recommendation 1: OIG recommends that the Special Immigrant Visa (SIV) Senior Coordinating Official, in coordination with the Bureau of Consular Affairs and the Joint Executive Office for the Bureau of Near Eastern Affairs and the Bureau of South and Central Asian Affairs, develop and implement a strategic performance management approach to improve the outcomes of the Afghan SIV program, including establishing goals and measures of success to evaluate progress against those established goals.	N/A
Audit of Nonexpendable Personal Property at U.S. Embassy Baghdad, Iraq (AUD-MERO-22-44, 9/2022)	
Recommendation 2: OIG recommends that the Bureau of Administration	N/A

Significant Open Recommendations	Potential Monetary Benefits
reconcile differences between the definitions for accountable property contained in the Integrated Logistics Management System – Annual Inventory Modernization module and 14 Foreign Affairs Manual 416.1 and communicate to overseas posts what property should be included in posts' annual inventories.	
Recommendation 10: OIG recommends that U.S. Embassy Baghdad, Iraq, determine (a) how many of the 15,785 nonexpendable property assets, valued at $7.6 million, were used, how many remain in storage, and how many have been disposed of, along with the reasons for disposal, and (b) whether maintaining these 15,785 assets in storage is necessary and reasonable.	$7,600,000
Recommendation 14: OIG recommends that Embassy Baghdad, Iraq, in coordination with the Bureau of Administration, develop, implement, document, and communicate a policy and procedures to provide information and periodic training to U.S. Embassy Baghdad staff who manage nonexpendable property on the capabilities and proper use of the Integrated Logistics Management System – Analytics module to ensure that the embassy efficiently manages and utilizes existing nonexpendable property at post and properly procures nonexpendable property that the embassy needs.	N/A
Audit of Noncompetitive Contracts in Support of Overseas Contingency Operations in Afghanistan and Iraq (AUD-MERO-22-03, 10/2021)	
Recommendation 2: OIG recommends that the Bureau of Administration develop and implement internal controls to ensure Contracting Officers comply with Federal Acquisition Regulation Subpart 6.305, Office of the Procurement Executive Procurement Implementation Bulletin 2014-11, and Office of Acquisitions Management Memorandum 16-16 regarding providing public notice of noncompetitive contracts and maintaining proof of public notice in contract files.	N/A
Audit of Foreign Per Diem Rates Established by the Department of State (AUD-FM-21-31, 6/2021)	
Recommendation 13: After implementing Recommendation 12, OIG recommends that the Bureau of Administration recalculate the foreign per diem rates for the locations based on the revised methodology.	N/A
Recommendation 14: OIG recommends that the Bureau of Administration complete its efforts to upgrade and update its eAllowances application. As part of this effort, the Bureau of Administration should ensure that posts are able to upload supporting documentation, such as reservation logs, into the application.	N/A
Audit of the Department of State's Unarmored Overseas Motor Vehicle Fleet (AUD-SI-21-13, 1/2021)	
Recommendation 3: OIG recommends that the Bureau of Administration update the Foreign Affairs Manual to require use of the internal controls developed in response to Recommendation 1 in this OIG report.	N/A
Audit of Monitoring and Evaluating Department of State Foreign Assistance in the Philippines (AUD-MERO-19-39, 9/2019)	
Recommendation 24: OIG recommends that the Office of U.S. Foreign	N/A

Significant Open Recommendations	Potential Monetary Benefits
Assistance Resources enforce evaluation policies by developing and implementing an oversight plan to verify that bureaus and offices that are administering foreign assistance funding are implementing and adhering to the Foreign Aid Transparency and Accountability Act of 2016, the Foreign Affairs Manual (18 FAM 301.4), and the corresponding Guidance for the Design, Monitoring and Evaluation Policy at the Department of State, January 2018. This plan should include, at a minimum, a requirement to verify that definitions of "programs" and "large programs" are consistent with the FAM and a requirement to verify that Bureau Evaluation Plans are developed and implemented in accordance with existing guidance and by the established deadlines.	
Management Assistance Report: Modernizing Processes To Maintain Overseas Buildings Operations Commissioning Documentation Is Needed (AUD-MERO-19-31, 6/2019)	
Recommendation 1: OIG recommends that the Bureau of Overseas Buildings Operations (1) identify industry best practices for automating commissioning documentation, (2) develop an electronic commissioning platform, and (3) conduct a pilot program using the electronic platform that would allow commissioning tests to be created digitally and test results saved to an online repository.	N/A
Audit of Cost Controls Within the Baghdad Life Support Services Contract Food Services Task Order SAQMMA14F0721 (AUD-MERO-18-55, 8/2018)	
Recommendation 2: OIG recommends that the Bureau of Near Eastern Affairs incorporate requirements for food services cost controls and a contractor cost control plan into the new worldwide support services contract and develop an acquisition plan that addresses their implementation and comprehensive oversight.	N/A
Audit of the Bureau of European and Eurasian Affairs Administration and Oversight of Selected Contracts and Grants (AUD-CGI-18-50, 8/2018)	
Recommendation 4: OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, develop and implement procedures to verify that Contracting Officers are developing quality assurance surveillance plans for all service contracts and monitoring Contracting Officers Representatives adherence to the quality assurance surveillance plans.	N/A
Aspects of the Invoice Review Process Used by the Bureau of Near Eastern Affairs to Support Contingency Operations in Iraq Need Improvement (AUD-MERO-17-33, 3/2017)	
Recommendation 7: OIG recommends that the Bureau of Near Eastern Affairs, develop reliable, objective, clear, and measurable performance metrics and include these metrics in all current and future Bureau of Near Eastern Affairs Iraq contracts.	N/A
Audit of the Department of State Travel Card Program (AUD-CGI-16-48, 9/2016)	

Significant Open Recommendations	Potential Monetary Benefits
Recommendation 5: OIG recommends that the Bureau of the Comptroller and Global Financial Services develop and implement split disbursement procedures as required by the Office of Management and Budget for all Department-issued travel card holders.	N/A

Open Recommendations	Potential Monetary Benefits
Audit of the Bureau of International Security and Nonproliferation Administration of Assistance to Ukraine (AUD-GEER-24-14, 3/2024)	
Recommendation 3: OIG recommends that the Bureau of International Security and Nonproliferation include requirements to report on progress, challenges encountered, and other pertinent details, as suggested by 14 FAH-2 H-522.1, "Progress or Status Report," in contract task order terms and conditions for its assistance to Ukraine.	N/A
Audit of Select Contract Administration Processes Related to the Construction of New Embassy Compound Mexico City, Mexico (AUD-CGI-24-09, 1/2024)	
Recommendation 5: OIG recommends that the Bureau of Overseas Buildings Operations develop, implement, and communicate a process to ensure that Project Directors comply with the Construction Management Guide's process for all reporting requirements, including daily logs. At a minimum, the process should include clarification of individual responsibilities and accountability.	N/A
Recommendation 6: OIG recommends that the Bureau of Overseas Buildings Operations develop, implement, and communicate a process to ensure that Project Directors comply with the Construction Management Guide's requirement for developing and distributing a project procedures manual. At a minimum, the process should include clarification of individual responsibilities and accountability.	N/A
Audit of Physical Security Standards for Department of State Temporary Structures at Selected Overseas Posts (AUD-SI-23-30, 9/2023)	
Recommendation 3: OIG recommends that the Bureau of Overseas Buildings Operations update the Real Property Application User Manual to (a) improve the guidance provided for data entry, including guidance related to standardization and streamlining of naming and categorization, and (b) include information related to structure type consistent with the definitions published in response to Recommendation 1.	N/A
Audit of Selected Cooperative Agreements Supporting Department of State Refugee Resettlement Support Centers (AUD-SI-23-28, 9/2023)	
Recommendation 5: OIG recommends that the Bureau of Population, Refugees, and Migration (a) determine whether the $426,527 in questioned costs related to International Rescue Committee's cooperative agreement (SPRMCO22CA0007) for an office renovation contract and canvas bags, as detailed in Appendix B, are allowable and (b) recover any costs determined to be unallowable.	$426,527

Open Recommendations	Potential Monetary Benefits
Recommendation 8: OIG recommends that the Bureau of Population, Refugees, and Migration (a) determine whether all other payments made in the first, second, and fourth quarters of FY 2022 related to Church World Service's cooperative agreement (SPRMCO22CA0005) for a security services contract and a mechanical engineer consulting services contract are supported and (b) recover all additional costs determined to be unsupported.	N/A
Audit of Department of State Efforts To Identify and Terminate Unneeded Contracts Related to Afghanistan (AUD-CGI-23-26, 9/2023)	
Recommendation 5: OIG recommends that the Bureau of Administration conduct a survey among Contracting Officers and Contracting Officer's Representatives to identify issues related to the use of the mandated eFiling module and suggested improvements to the module, specifically pertaining to maintaining contract administration documentation.	N/A
Recommendation 9: Following implementation of Recommendations 7 and 8, OIG recommends that the Bureau of Administration develop a communication strategy and disseminate to procurement personnel the updates to policy, procedures, and training related to contract terminations to ensure awareness of contract termination process requirements, including documentation requirements.	N/A
Recommendation 10: OIG recommends that the Bureau of Administration, within 45 days of issuance of this report, develop and implement a plan of action to address the contracts related to Afghanistan that are in the termination process to ensure prompt completion of the process and move contracts to closeout.	N/A
Recommendation 11: OIG recommends that the Bureau of Administration, within 45 days of issuance of this report, develop and implement a plan of action to address the expired contracts related to Afghanistan that remain open.	N/A
Recommendation 12: OIG recommends that the Bureau of Administration develop and implement a process to ensure that Contracting Officers comply with Federal Acquisition Regulation termination process requirements.	N/A
Audit of the Management and Administration of the Consular Systems Modernization Program (AUD-CGI-23-20, 7/2023)	
Recommendation 1: OIG recommends that the Bureau of Consular Affairs (CA), in coordination with the Bureau of Budget and Planning, develop and implement a risk-based methodology to select programs for evaluation. CA should include the amount of funds invested and the risk to its portfolio as factors considered in the methodology.	N/A
Recommendation 3: OIG recommends that the Bureau of Budget and Planning update 18 Foreign Affairs Manual 300 to specify which requirements (including what documentation is required) apply to Department of State bureaus and offices using Agile (or Agile-related) program or project management methodologies.	N/A
Recommendation 4: OIG recommends that the Bureau of Consular Affairs, in coordination with the Bureau of Budget and Planning, map control gates for the program management methodology used for the Consular Systems Modernization program to the Department of State's Managing State Projects guidance, as	N/A

Open Recommendations	Potential Monetary Benefits
required by 5 Foreign Affairs Handbook-5 H-211.	
Recommendation 5: OIG recommends that the Bureau of Consular Affairs, in coordination with the Bureau of Budget and Planning, develop and implement a plan to create documentation required by Department of State program and project management guidance (including 18 Foreign Affairs Manual 300) for the overall Consular Systems Modernization program and discrete projects related to the program. This documentation would include, but not be limited to, a program monitoring plan, a logic model, and a situational analysis.	N/A
Recommendation 7: OIG recommends that if, following implementation of Recommendation 6, the Bureau of Consular Affairs (CA) determines that its current program management methodology is not optimal, CA should develop and implement a plan of action, in coordination with the Bureau of Budget and Planning, to adopt a different program and project management methodology that aligns with Department of State program and project management guidance.	N/A
Recommendation 8: OIG recommends that the Bureau of Consular Affairs, in coordination with the Bureau of Budget and Planning, perform an internal control gap analysis related to program and project management of the Consular Systems Modernization program to identify key controls that are needed to comply with Government Accountability Office requirements for maintaining a sufficient internal control environment.	N/A
Recommendation 9: OIG recommends that the Bureau of Consular Affairs, in coordination with the Bureau of Information Resource Management, develop and implement a mechanism to track required IT governance reviews to ensure that all governance reviews of IT systems have been completed.	N/A
Recommendation 10: OIG recommends that the Bureau of Consular Affairs, in coordination with the Bureau of Budget and Planning, develop and implement a process to periodically assess program and project management activities related to the Consular Systems Modernization program.	N/A
Recommendation 11: OIG recommends that the Bureau of Consular Affairs, in coordination with the Bureau of Budget and Planning and the Bureau of Information Resource Management, develop and implement a process to annually verify that designated project managers assigned to the Consular Systems Modernization program meet qualification requirements specified in 5 Foreign Affairs Manual 623.2 and the "Federal IT Project Manager Guidance Matrix."	N/A
Recommendation 12: OIG recommends that if project managers as described in Recommendation 11 are identified as not meeting qualification requirements, the Bureau of Consular Affairs, in coordination with the Bureau of Budget and Planning and the Bureau of Information Resource Management, develop and implement a plan of action to provide training and guidance to the project managers so that they comply with 5 Foreign Affairs Manual 623.2 and the "Federal IT Project Manager Guidance Matrix."	N/A
Recommendation 16: OIG recommends that the Bureau of Administration, in coordination with the Bureau of Consular Affairs, develop and implement bureau-specific procedures requiring CA's assigned Contracting Officer's Representatives to	N/A

Open Recommendations	Potential Monetary Benefits
(a) maintain documentation of their invoice review that demonstrates that costs and supporting documentation were verified and (b) confirm that labor hours billed had supporting documentation that was sufficient to support the approval for payments.	
Recommendation 19: OIG recommends that the Bureau of Administration, in coordination with the Bureau of Consular Affairs, develop and implement procedures to ensure that Contracting Officer's Representatives who oversee Consular Systems Modernization program task orders complete and submit reports in the Contractor Performance Assessment Reporting System within the required 120 days.	N/A
Audit of Department of State Procedures To Establish Program Fees for the Furniture and Appliance Pool Program (AUD-FM-23-22, 6/2023)	
Recommendation 1: OIG recommends that the Bureau of Administration develop and implement a process to improve oversight of posts' Furniture and Appliance Pool program management activities. The process should include oversight controls that address Furniture and Appliance Pool data issues.	N/A
Recommendation 2: OIG recommends that the Bureau of Administration, in coordination with the Bureau of the Comptroller and Global Financial Services, develop and implement oversight controls to prevent overseas posts from maintaining Furniture and Appliance Pool program assets in ineligible locations. The oversight controls should include a plan of action to consult with the Bureau of Overseas Buildings Operations when necessary.	N/A
Recommendation 3: OIG recommends that the Bureau of Administration, in coordination with the Bureau of the Comptroller and Global Financial Services and the Foreign Service Institute, enhance current Furniture and Appliance Pool program training to provide detailed guidance on asset classification; asset lifecycles; asset replacement dates; spending plans; furniture and appliance pool eligible and ineligible assets; maintenance of the furniture, furnishings, appliances, and equipment listing; and data, asset, and financial management.	N/A
Recommendation 4: OIG recommends that the Bureau of Administration, in coordination with the Bureau of the Comptroller and Global Financial Services and the Foreign Service Institute, annually disseminate information to all personnel with Furniture and Appliance Pool program responsibilities at overseas posts regarding the availability of and expectation to complete furniture and appliance pool-specific training developed in response to Recommendation 3.	N/A
Recommendation 5: OIG recommends that the Bureau of Administration, in coordination with the Bureau of the Comptroller and Global Financial Services, reevaluate existing policy requirements for furniture and appliance pool asset lifecycles and update policies and procedures with clarifying language related to adjusting furniture and appliance pool asset lifecycles from the standards specified.	N/A
Recommendation 6: OIG recommends that the Bureau of Administration, in coordination with the Bureau of the Comptroller and Global Financial Services, develop and disseminate guidance that instructs overseas posts to periodically	N/A

Open Recommendations	Potential Monetary Benefits
review and update the furniture, furnishings, appliances, and equipment listing in posts' Furniture and Appliance Pool program policies.	
Recommendation 9: OIG recommends that the Bureau of Administration develop and implement controls within the Integrated Logistics Management System that require the use of mandated, minimum replacement standards for furniture and appliance pool asset lifecycles.	N/A
Recommendation 10: OIG recommends that the Bureau of Administration implement controls within the Integrated Logistics Management System that ensure periodic updates to the replacement dates for furniture and appliance pool assets.	N/A
Management Assistance Report: Actions To Address Ongoing Construction Schedule Delays at New Embassy Compound Mexico City Are Needed (AUD-CGI-23-16, 4/2023)	
Recommendation 2: OIG recommends that the Bureau of Overseas Buildings Operations, working collaboratively with Caddell Construction Co, LLC, develop and implement an action plan to ensure the Project Execution Schedule meets all the purposes outlined in Contract Specification 013205, paragraph 1.4 for Contract SAQMMA17C0287, NEC Mexico City, Mexico.	N/A
Compliance Follow-Up Review of the Afghan Special Immigrant Visa Program (AUD-MERO-23-01, 10/2022)	
Recommendation 4: OIG recommends the Special Immigrant Visa (SIV) Senior Coordinating Official (SCO) develop and implement a policy and procedures to establish ongoing interagency coordination with all designated SCOs until the Afghan SIV program concludes.	N/A
Recommendation 6: OIG recommends the Special Immigrant Visa (SIV) Senior Coordinating Official (SCO) develop and implement an updated staffing plan to adjust resources for all Department of State offices involved with the Afghan SIV program to reduce the current Afghan SIV application backlog.	N/A
Recommendation 7: OIG recommends the Special Immigrant Visa (SIV) Senior Coordinating Official develop a process and procedures to monitor the implementation, effectiveness, and efficiency of the staffing plan for all Department offices involved in the Afghan SIV program to reduce the current Afghan SIV application backlog.	N/A
Recommendation 8: OIG recommends that the Special Immigrant Visa (SIV) Senior Coordinating Official (SCO), in collaboration with the Department of Defense (DoD) SCO, establish a memorandum of understanding between the Department of State (Department) SCO and the DoD SCO defining the roles and responsibilities of the Department and DoD for efficiently and accurately collecting employment documentation of Afghan SIV applicants who worked for DoD contractors. The Department and DoD SCOs should also meet regularly to address efficient employment verification until the Department resolves the backlog of Afghan SIV applications.	N/A
Audit of Nonexpendable Personal Property at U.S. Embassy Baghdad, Iraq (AUD-MERO-22-44, 9/2022)	
Recommendation 1: OIG recommends that U.S. Embassy Baghdad, Iraq, establish,	N/A

Open Recommendations	Potential Monetary Benefits
implement, document, and communicate, to those conducting the annual physical inventory, a policy and procedures to ensure that the annual physical inventory includes all accountable property at the embassy, as required by 14 Foreign Affairs Manual 416.1.	
Recommendation 3: OIG recommends that U.S. Embassy Baghdad, Iraq, develop, implement, document, and communicate a policy and procedures requiring Accountable Property Officers to conduct periodic physical inventory spot checks of nonexpendable property.	N/A
Recommendation 4: OIG recommends that U.S. Embassy Baghdad, Iraq, develop, implement, document, and communicate a policy and procedures to secure the keys and limit access to the destruction yard holding area at the Baghdad Diplomatic Support Center to only those people who need access to the area.	N/A
Recommendation 5: OIG recommends that U.S. Embassy Baghdad, Iraq, develop, implement, document, and communicate a policy and procedures requiring that, upon receipt, all (a) nonexpendable property is promptly inspected, documented, and affixed with a barcode label and (b) identifying information is added into the Integrated Logistics Management System – Asset Management module in a timely manner.	N/A
Recommendation 6: OIG recommends that U.S. Embassy Baghdad, Iraq, take actions to ensure that all existing property in storage facilities has been (a) affixed with a barcode label and (b) added into the Integrated Logistics Management System – Asset Management module.	N/A
Recommendation 7: OIG recommends that the Bureau of Administration conduct a review of the integration of the Integrated Logistics Management System – Asset Management and the Computerized Maintenance Management System to ensure that all updated information is being communicated between systems.	N/A
Recommendation 8: OIG recommends that U.S. Embassy Baghdad, Iraq, develop, implement, document, and communicate a policy and procedures to designate sufficient staff with access to the Integrated Logistics Management System to maintain continuous property management operations in each office responsible for managing nonexpendable property.	N/A
Recommendation 11: OIG recommends that U.S. Embassy Baghdad, Iraq, develop, implement, document, and communicate a policy and procedures, consistent with 14 Foreign Affairs Manual 412, to require that personnel responsible for purchasing clearly demonstrate a bona fide need supporting the purchase of nonexpendable property.	N/A
Recommendation 12: OIG recommends that U.S. Embassy Baghdad, Iraq, develop, implement, document, and communicate a policy and procedures for nonexpendable property reordering, consistent with 14 Foreign Affairs Handbook-1 H-419.1(a) that prevents the embassy from carrying an excessive amount of nonexpendable property, establishes a reasonable stocking level, and limits replenishment orders to only maintain that level.	N/A
Recommendation 13: OIG recommends that U.S. Embassy Baghdad, Iraq, develop, implement, document, and communicate a policy and procedures to require the	N/A

Open Recommendations	Potential Monetary Benefits
use of the Integrated Logistics Management System – Analytics module to manage and utilize existing nonexpendable property at post and to properly plan the procurement of nonexpendable property that the embassy needs.	
Management Assistance Report: Support From the Under Secretary for Political Affairs Is Needed To Facilitate the Closure of Recommendations Addressed to the Bureau of Near Eastern Affairs (AUD-AOQC-22-33, 8/2022)	
Recommendation 2: OIG recommends that until all 11 recommendations (see Appendix A for a list of the 11 recommendations) addressed to the Bureau of Near Eastern Affairs (NEA) referenced in this report (AUD-AOQC-22-33) are implemented and closed, the Under Secretary for Political Affairs monitor NEA's compliance responses to OIG and verify, at least quarterly, that the responses (a) are provided to OIG within the established due dates and (b) contain complete and accurate status updates that include either evidence of implementation or detailed corrective action plans with actual or proposed target dates for achieving these actions.	N/A
Audit of the Department of State Management and Monitoring of Federal Assistance Awards to For-Profit Organizations (AUD-CGI-22-26, 5/2022)	
Recommendation 6: Following implementation of Recommendation 5, OIG recommends that the Bureau of Administration analyze the results of the survey to identify the reasons hindering the use of State Assistance Management System Domestic's Post-Award Activities function, including technical issues that need to be addressed and if appropriate, develop and implement a corrective action plan to increase the use of the State Assistance Management System Domestic's Post-Award Activities function.	N/A
Recommendation 8: OIG recommends that the Bureau of Administration develop and implement a communications strategy that provides Grants Officer Representatives with specific and detailed requirements for financial monitoring to improve their understanding of and compliance with those requirements. This communications strategy should underscore the importance of reviewing the Federal Financial Report to ensure that the amount of funds expended is commensurate with the work accomplished on the award.	N/A
Recommendation 9: OIG recommends that the Bureau of Administration develop and implement a communications strategy that provides Grants Officers with specific and detailed requirements for financial monitoring to improve their understanding of and compliance with those requirements. This communications strategy should underscore the critical importance of reviewing and approving the Federal Financial Report in a timely manner within the Payment Management System, rather than allowing a default approval. It should further remind Grants Officers that Grants Officer Representatives could be delegated Federal Financial Report approval responsibility within the Payment Management System to ensure timely approval of reports.	N/A
Audit of the Process To Prepare Residences for New Tenants at U.S. Embassy Cairo, Egypt (AUD-MERO-22-23, 3/2022)	

Open Recommendations	Potential Monetary Benefits
Recommendation 11: OIG recommends that U.S. Embassy Cairo, Egypt, develop and implement a standard operating procedure outlining the minimum type of work that should be performed for each make-ready project and the conditions that should be considered before completing additional work or if further approval is required before completing the work.	N/A
Recommendation 14: OIG recommends that U.S. Embassy Cairo, Egypt, (1) evaluate the feasibility of hiring a Facility Data Analyst, and (2) collaborate with the Bureau of Overseas Buildings Operations to determine how to use the position to improve the collection and analysis of data recorded in the Global Maintenance Management System if it decides to hire a Facility Data Analyst.	N/A
Recommendation 15: OIG recommends that Embassy Cairo, Egypt, establish and implement a process to (1) track materials used, and costs associated with the make-ready process in the Integrated Logistics Management System, (2) conduct periodic reviews of the information to determine whether materials used, and costs associated with the make-ready process are reasonable, and (3) take corrective actions, as appropriate, when they are not.	N/A
Recommendation 18: OIG recommends that Embassy Cairo, Egypt, establish controls to attribute time of only those staff who directly perform make-ready services under the make-ready sub-cost center, in accordance with the guidance outlined in 6 Foreign Affairs Handbook-5, H-341.15-11(C), "Residential Make-Ready – Time Allocation."	N/A
Recommendation 19: OIG recommends that Embassy Cairo, Egypt, discontinue the practice of using carryover funds for make-ready projects, and that it accounts for supplies, tools, and equipment used in support of its make-ready projects under the make-ready sub-cost center, consistent with the guidance outlined in 6 Foreign Affairs Handbook-5 H-341.15-11(B), "Residential Make-Ready – Budgeted Costs."	N/A
Audit of the Department of State's Use of "Not Otherwise Classified" Budget Object Codes (AUD-FM-22-21, 2/2022)	
Recommendation 1: OIG recommends that the Bureau of the Comptroller and Global Financial Services develop and implement a methodology to periodically review and update the budget object codes (BOC) included in the Foreign Affairs Handbook (4 FAH-1 H-613). This methodology should include collaborating with other bureaus to assist in identifying BOCs that are not needed, new BOCs that bureaus believe would be beneficial, or changes to the definitions of existing BOCs.	N/A
Audit of the Department of State's Implementation of the Digital Accountability and Transparency Act of 2014 (AUD-FM-22-08, 11/2021)	
Recommendation 1: OIG recommends that the Bureau of the Comptroller and Global Financial Services, in coordination with the Bureau of Administration, develop and implement a corrective action plan that identifies the underlying reasons for the deficiencies with overseas data included in the Digital Accountability and Transparency Act Files and that identifies strategies and milestones for implementing them, to address the underlying deficiencies.	N/A
Audit of Noncompetitive Contracts in Support of Overseas Contingency Operations in Afghanistan	

Open Recommendations	Potential Monetary Benefits
and Iraq (AUD-MERO-22-03, 10/2021)	
Recommendation 1: OIG recommends that the Bureau of Administration develop and implement additional internal control procedures for monitoring to ensure that justifications and approvals for other than full and open competition are completed and approved in accordance with Federal Acquisition Regulation requirements and Office of the Procurement Executive guidance and that reviewing officials verify that the justifications include all required content.	N/A
Recommendation 5: OIG recommends that the Bureau of Administration issue a directive to the Office of Acquisitions Management to update its Quality Assurance Plan to expand the steps necessary to ensure compliance with Federal Acquisition Regulation provisions regarding preparing fair and reasonable price determinations for noncompetitive awards. The steps should include requiring that Contracting Officers use the sample template for price negotiation memoranda and retain evidence of the analysis conducted in support of such determinations in the contract files.	N/A
Recommendation 6: OIG recommends that the Bureau of Administration develop and implement guidance directing all price negotiation memoranda-approving officials certify that price negotiation memoranda address all required elements in compliance with Federal Acquisition Regulation Subpart 15.406-3 before approving them.	N/A
Recommendation 7: OIG recommends that the Bureau of Administration issue a directive to the Office of Acquisitions Management to update its Memorandum 15-09, "Contract File Documentation," regarding price negotiation memoranda. The updated memorandum should include instructions for Contracting Officers to verify that all price negotiation memoranda packages are properly approved and placed in the contract file.	N/A
Recommendation 8: OIG recommends that the Bureau of Administration develop and implement additional internal control procedures for monitoring compliance with Federal Acquisition Regulation requirements and Department policy regarding determining and documenting fair and reasonable price determinations and maintaining complete contract files.	N/A
Audit of Acquisition Planning and Cost Controls While Transitioning Support Service Contracts in Iraq (AUD-MERO-21-43, 9/2021)	
Recommendation 1: OIG recommends that the Bureau of Administration, in coordination with the Bureau of Near Eastern Affairs, discontinue its practice of awarding noncompetitive contracts for Operations Maintenance Support Services and Baghdad Life Support Services. The bureau should award Mission Iraq-specific task orders under the Diplomatic Platform Support Services contract or use an alternative mechanism to competitively replace the Operations and Maintenance Support Services and Bagdad Life Support Services contracts.	N/A
Recommendation 7: OIG recommends that the Bureau of Administration, Office of the Procurement Executive (OPE), strengthen its review and approval process and	N/A

Open Recommendations	Potential Monetary Benefits
oversight of noncompetitive contract actions awarded, based on Federal Acquisition Regulation 6.302-2, "Unusual and compelling urgency," related to circumstances permitting other than full and open competition. OPE should put in place controls to ensure those actions are not excessive, such as enforcement of time limitations on the duration of the use of these actions, and use appropriate rationales, which exclude lack of advanced planning. In addition, OPE should provide training, as appropriate, to officials in the review process to ensure controls are followed.	
Compliance Follow-Up Audit of the Department of State Process To Select and Approve IT Investments (AUD-IT-21-34, 8/2021)	
Recommendation 2: OIG recommends that the Bureau of Information Resource Management conduct an in-depth review of the entire agency IT portfolio to identify potential duplicative systems.	N/A
Recommendation 3: OIG recommends that the Bureau of Information Resource Management develop and implement, to the extent practicable, a strategy to combine, eliminate, or replace the duplicative systems identified during its review of the entire agency IT portfolio (Recommendation 2).	N/A
Management Assistance Report: Support From the Under Secretary for Management Is Needed To Facilitate the Closure of Open Office of Audits Recommendations (AUD-AOQC-21-32, 6/2021)	
Recommendation 2: OIG recommends that the Under Secretary for Management verify periodically, but no less than quarterly, that those entities with recommendations that have yet to be implemented and closed are providing status updates and responses to OIG in a timely manner, as required.	N/A
Audit of Foreign Per Diem Rates Established by the Department of State (AUD-FM-21-31, 6/2021)	
Recommendation 4: OIG recommends that the Bureau of Administration review and update all foreign per diem locations designated in eAllowances as exchange rate adjusted in accordance with the guidance developed in response to Recommendation 3.	N/A
Recommendation 11: OIG recommends that the Bureau of Administration review its methodology for determining foreign per diem rates to identify opportunities to streamline the process. At a minimum, the Bureau of Administration should consider whether the use of independent economic data would be more efficient and cost-effective for establishing foreign per diem rates.	N/A
Recommendation 12: OIG recommends that the Bureau of Administration develop and implement a plan to revise the methodology for determining foreign per diem rates based on the results of Recommendation 11.	N/A

Open Recommendations	Potential Monetary Benefits
Compliance Follow-Up Audit of the Bureau of Near Eastern Affairs Selection and Management of Contract Oversight Personnel in Iraq (AUD-MERO-21-24, 4/2021)	
Recommendation 1: OIG recommends that the Assistant Secretary for the Bureau of Near Eastern Affairs develop and execute an action plan that dedicates appropriate resources to implement Recommendations 1, 2, and 4 from OIG report Audit of the Bureau of Near Eastern Affairs Selection and Management of Contract Oversight Personnel in Iraq (AUD-MERO-19-10, November 2018). The plan should outline the steps and resources necessary to determine the technical expertise in the contract subject matter for Contracting Officer's Representatives (COR) and Government Technical Monitors (GTM), provide those determinations and requirements to Contracting Officers, and ensure only CORs and GTMs that meet the requirements of the updated study are nominated. The action plan should include milestones to ensure efficient and timely implementation considering the time that has elapsed since the recommendations were made in November 2018.	N/A
Recommendation 4: OIG recommends that the Bureau of Near Eastern Affairs develop and implement a process that includes a secondary review of Contracting Officer's Representative and Government Technical Monitor written nominations to ensure that technical expertise in the contract subject matter is presented to the Contracting Officer, as required by 14 Foreign Affairs Handbook-2 H-143.2, "COR Appointment Procedures."	N/A
Audit of the Department of State's Unarmored Overseas Motor Vehicle Fleet (AUD-SI-21-13, 1/2021)	
Recommendation 6: OIG recommends that the Bureau of Diplomatic Security, in coordination with the Bureau of Administration, (a) update any bureau-specific motor vehicle procedures in place to comply with the Foreign Affairs Manual and Bureau of Administration guidance within 90 days of final report issuance; and (b) establish a process to review and update these procedures, as appropriate, at least annually thereafter.	N/A
Recommendation 11: OIG recommends that, if the Bureau of Administration determines that posts will be allowed to standardize the acquisition of foreign-made vehicles (Recommendation 10), the Bureau of Administration update the Foreign Affairs Manual (14 FAM 436.4) and Department of State Acquisition Regulation (§ 606.370) to formalize this policy.	N/A
Recommendation 20: OIG recommends that the Bureau of Administration, in coordination with the Fleet Management Council, develop and implement a methodology for posts to use when considering the disposal of an unarmored motor vehicle and codify the methodology in the Foreign Affairs Manual. The methodology should include a quantitative minimum for vehicle age, use, and maintenance costs. The methodology should also require posts to conduct and document a disposal analysis to ensure the vehicle meets the necessary criteria for disposal.	N/A
Management Assistance Report: The Bureau of Diplomatic Security Did Not Always Conduct Post Security Program Reviews Within Required Timeframes	

Open Recommendations	Potential Monetary Benefits
(AUD-SI-21-03, 12/2020)	
Recommendation 2: OIG recommends that the Bureau of Diplomatic Security develop and execute a corrective action plan that implements the recommendations of its evaluation (Recommendation 1).	N/A
Audit of the Department of State Bureau of African Affairs Monitoring and Coordination of the Trans-Sahara Counterterrorism Partnership Program (AUD-MERO-20-42, 9/2020)	
Recommendation 10: OIG recommends that the Bureau of African Affairs establish and implement memoranda of understanding with the Office of Security Cooperation and other partners, as applicable, to describe roles and responsibilities for coordinating, executing, and monitoring Trans-Sahara Counterterrorism Partnership (TSCTP) projects in the countries where TSCTP is implemented, including establishment of a structure for communicating and coordinating in-country.	N/A
Audit of Selected Internal Controls for the Special Needs Education Allowance (AUD-FM-20-33, 6/2020)	
Recommendation 2: OIG recommends that the Under Secretary for Management develop and publish specific guidance in the Foreign Affairs Manual to clarify guidance on obtaining a medical clearance based on educational needs, as it relates to the Special Needs Education Allowance. At a minimum, the guidance should describe the process to obtain medical clearances for children with special needs.	N/A
Recommendation 13: OIG recommends that the Bureau of Medical Services develop and implement internal policies and procedures to guide the effective use of eMED to document the Special Needs Education Allowance application status. The policies and procedures should ensure accurate, real-time data are available to appropriate Department of State officials.	N/A
Audit of the Department of State's Administration of its Aviation Program (AUD-SI-18-59, 9/2018)	
Recommendation 25: OIG recommends that Embassy Lima, Peru, develop and implement a documented nationalization plan with clear goals and attainable objectives for the aviation program.	N/A
Audit of the Bureau of European and Eurasian Affairs Administration and Oversight of Selected Contracts and Grants (AUD-CGI-18-50, 8/2018)	
Recommendation 2: OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, develop and implement procedures to verify that Contracting Officers are monitoring Contracting Officer's Representatives files in accordance with Procurement Information Bulletin No. 2014-10.	N/A
Audit of the Oversight of Fuel Acquisition and Related Services Supporting Department of State Operations in Iraq (AUD-MERO-17-16, 12/2016)	
Recommendation 6: OIG recommends that the Bureau of Near Eastern Affairs use the results of the study from Recommendation 5 to nominate appropriate personnel so contracting officers with the Bureau of Administration, Office of	N/A

Open Recommendations	Potential Monetary Benefits
Logistics Management, Office of Acquisitions Management, can assign qualified oversight personnel for those contracts and task orders.	
Audit of the Department of State Process To Select and Approve Information Technology Investments (AUD-FM-16-31, 3/2016)	
Recommendation 28: OIG recommends that the Bureau of Information Resource Management develop and implement a process to verify that bureaus and offices are submitting source documents to support the information entered into iMatrix in accordance with the policy developed that requires bureaus and offices to submit source documents that support the information entered into iMatrix.	N/A

Table D.2
Open Office of Evaluations and Special Projects Recommendations Issued in Previous Periods, Pending Final Department of State Action, as of 9/30/2024

Significant Open Recommendations	Potential Monetary Benefits
Review of Allegations of Improper Passport Seizures at Embassy Sana'a, Yemen (ESP-19-01, 10/2018)	
Recommendation 1: The Bureau of Consular Affairs, Office of Passport Services, in conjunction with the Bureau of Diplomatic Security, should develop centralized, searchable databases to track and manage passport revocation cases, as well as retentions of passports and other documents seized on suspicion of fraud when citizens apply for consular services, or under other circumstances, and to track confiscations of such documents if they are seized on grounds other than retention authority.	N/A

Open Recommendations	Potential Monetary Benefits
Evaluation of the Department of State's Compliance with the Authorities Act (ESP-22-04, 9/2022)	
Recommendation 1: The Under Secretary for Management should develop standard guidance for all reporting entities, clarifying which allegations the Department should report to OIG under the Authorities Act and defining the terms "serious misconduct" and "head of the Department entity," and include affected stakeholders in the development of the guidance.	N/A
Recommendation 2: The Under Secretary for Management should develop a standard approach to tracking reporting dates to ensure compliance with the law and update internal guidance accordingly.	N/A
Evaluation of the Department of State's Security Clearance Process (ESP-17-02, 7/2017)	
Recommendation 5: The Bureau of Diplomatic Security, Office of Personnel Security and Suitability should determine the actual cost of the security clearance work it performs for other Government agencies in order to fully recoup its expended funds, in accordance with the Economy Act and Department policy.	N/A

Table D.3
Open Office of Inspections Recommendations Issued in Previous Periods, Pending Final Department of State Action, as of 9/30/2024

Significant Open Recommendations	Potential Monetary Benefits
Inspection of Embassy Singapore, Singapore (ISP-I-24-09, 2/2024)	
Recommendation 2: The Bureau of East Asian and Pacific Affairs, in coordination with the Bureau of Global Talent Management, should assess the Ambassador's compliance with the Department's leadership and management principles and, if appropriate, take corrective action.	N/A
Review of Department of State End-Use Monitoring in Ukraine (ISP-I-24-02, 11/2023)	
Recommendation 2: The Bureau of International Security and Nonproliferation should develop and implement new end-use monitoring standard operating procedures, or update existing procedures, for use in non-permissive conditions. The bureau should consult with the Bureau of Political-Military Affairs and the Bureau of International Narcotics and Law Enforcement Affairs and, as practicable, seek to adopt common approaches where there are common items provided or recipients.	N/A
Inspection of Embassy London and Constituent Posts, United Kingdom (ISP-I-20-12, 8/2020)	
Recommendation 9: Embassy London, in coordination with the Bureaus of the Comptroller and Global Financial Services, Global Talent Management, and European and Eurasian Affairs, should implement a plan to fund current liabilities and reduce future liabilities in the locally employed staff defined benefit pension plan in order to comply with local labor law and address long-term funding concerns.	N/A
Inspection of Embassy Canberra and Constituent Posts, Australia (ISP-I-20-07, 2/2020)	
Recommendation 7: Embassy Canberra, in coordination with the Bureaus of Overseas Buildings Operations and East Asian and Pacific Affairs, should dispose of property numbers R48 and R49 at Kalgoorlie Crescent in accordance with Department guidelines and put up to $896,849 to better use.	$896,849
Inspection of Embassy N'Djamena, Chad (ISP-I-20-02, 11/2019)	
Recommendation 5: The Bureau of Overseas Buildings Operations, in coordination with Embassy N'Djamena and the Bureau of African Affairs, should develop and implement a strategy that prioritizes the disposal of Embassy N'Djamena's excess real property, in order to put funds estimated at $7.1 million to better use.	$7,100,000
Open Recommendations	**Potential Monetary Benefits**
Inspection of Embassy Lilongwe, Malawi (ISP-I-24-15, 3/2024)	

Open Recommendations	Potential Monetary Benefits
Recommendation 1: Embassy Lilongwe should comply with Department guidance for consular cashier operations.	N/A
Recommendation 2: Embassy Lilongwe should comply with Department standards for consular crisis preparedness.	N/A
Recommendation 3: Embassy Lilongwe should conduct its fraud prevention program in accordance with Department standards.	N/A
Recommendation 5: Embassy Lilongwe should bring its panel physician program into compliance with Department standards.	N/A
Recommendation 6: Embassy Lilongwe should establish a comprehensive foreign assistance coordination and collaboration mechanism in accordance with Department standards.	N/A
Recommendation 8: Embassy Lilongwe, in coordination with the Bureau for Global Health Security and Diplomacy, should implement a corrective action plan to investigate and mitigate data integrity problems for the President's Emergency Program for AIDS Relief.	N/A
Recommendation 9: Embassy Lilongwe should bring its safety, health, and environmental management program into compliance with Department standards.	N/A
Recommendation 10: Embassy Lilongwe should bring its fire protection program into compliance with Department standards.	N/A
Recommendation 11: Embassy Lilongwe, in coordination with the Bureau of Overseas Buildings Operations, should conduct the required annual review of the Zomba Mountain Cottage to determine whether the property is economical to retain and if continued U.S. government ownership of the property is justified.	N/A
Recommendation 12: Embassy Lilongwe should comply with applicable Department overseas motor vehicle safety requirements for chauffeurs and incidental drivers under chief of mission authority.	N/A
Recommendation 13: Embassy Lilongwe should manage its bulk fuel operation in accordance with Department standards.	N/A
Recommendation 14: Embassy Lilongwe should obtain authorization from the Bureau of Overseas Buildings Operations to use shipping containers for storage or remove them in accordance with Department standards.	N/A
Recommendation 15: Embassy Lilongwe, in coordination with the Bureau of Administration, should bring its furniture and appliance pool program into compliance with Department standards.	N/A
Recommendation 16: Embassy Lilongwe should bring its property management procedures into compliance with Department standards.	N/A
Recommendation 17: Embassy Lilongwe should administer its contracts in accordance with Department standards.	N/A
Recommendation 18: Embassy Lilongwe should close out procurement files in accordance with Department standards.	N/A
Recommendation 19: Embassy Lilongwe should bring its local compensation plan and practices into alignment with Department authorizations.	N/A
Recommendation 20: Embassy Lilongwe should bring its performance management program into compliance with Department standards.	N/A

Open Recommendations	Potential Monetary Benefits
Recommendation 21: Embassy Lilongwe should bring its human resource procedures into compliance with Department standards.	N/A
Recommendation 22: Embassy Lilongwe should activate and test its satellite phones in accordance with Department standards.	N/A
Inspection of Embassy Dar es Salaam, Tanzania (ISP-I-24-12, 3/2024)	
Recommendation 2: Embassy Dar es Salaam should comply with Department standards for consular crisis preparedness.	N/A
Recommendation 6: Embassy Dar es Salaam should resolve erroneously refused nonimmigrant visa cases in accordance with Department standards.	N/A
Recommendation 10: The Bureau of International Narcotics and Law Enforcement Affairs, in coordination with Embassy Dar es Salaam, should conduct joint evaluation reviews with the government of Tanzania in accordance with the letter of agreement and memorandum of understanding.	N/A
Recommendation 11: Embassy Dar es Salaam should bring its safety, health, and environmental management program into compliance with Department standards.	N/A
Recommendation 12: Embassy Dar es Salaam should manage its facility management property in accordance with Department standards.	N/A
Recommendation 13: Embassy Dar es Salaam should bring its fire protection program into compliance with Department standards.	N/A
Recommendation 15: Embassy Dar es Salaam should bring its contracting officer's representative program into compliance with Department standards.	N/A
Recommendation 17: Embassy Dar es Salaam should comply with Department standards when procuring items from the employee association.	N/A
Recommendation 18: Embassy Dar es Salaam should comply with Department standards for reviewing the certifications of its alternate certifying officers.	N/A
Recommendation 21: Embassy Dar es Salaam should bring its Health Unit inventory management practices into compliance with Department standards.	N/A
Inspection of Embassy Singapore, Singapore (ISP-I-24-09, 2/2024)	
Recommendation 13: Embassy Singapore should administer contracts in accordance with Department standards.	N/A
Recommendation 21: Embassy Singapore should implement procedures for issuing and tracking non-enterprise laptop devices that comply with Department standards.	N/A
Inspection of Embassy Baghdad and Constituent Post, Iraq (ISP-I-24-06, 1/2024)	
Recommendation 2: Embassy Baghdad should update its Leahy vetting standard operating procedure in accordance with the requirements of the Leahy Vetting Guide.	N/A
Recommendation 4: Embassy Baghdad should bring consular crisis preparedness at the Baghdad and Erbil Consular Sections into compliance with Department standards.	N/A
Recommendation 5: Embassy Baghdad should expand the American Liaison	N/A

Open Recommendations	Potential Monetary Benefits
Network in Baghdad and Erbil in accordance with Department standards.	
Recommendation 10: The Bureau of Near Eastern Affairs, in coordination with Embassy Baghdad and the Bureaus of Counterterrorism; Democracy, Human Rights, and Labor; Economic and Business Affairs; International Narcotics and Law Enforcement Affairs; International Security and Nonproliferation; Political-Military Affairs; and Population, Refugees, and Migration, should implement a process to confirm that monitoring data for foreign assistance programs in Iraq is recorded in the official system of record as required by Department standards.	N/A
Recommendation 11: The Bureau of Overseas Buildings Operations, in coordination with Embassy Baghdad and the Bureau of Near Eastern Affairs, should conduct a cost-benefit analysis and determine the feasibility of connecting the Baghdad Embassy Compound to the local power grid.	N/A
Recommendation 12: Embassy Baghdad should bring its safety, health, and environmental management program into compliance with Department standards.	N/A
Recommendation 13: Embassy Baghdad should obtain authorization from the Bureau of Overseas Buildings Operations to use shipping containers as functional space or dismantle and remove them, in accordance with Department standards.	N/A
Recommendation 15: Embassy Baghdad should comply with all Department motor vehicle safety management program standards for incidental drivers under chief of mission authority.	N/A
Recommendation 16: Embassy Baghdad should manage its armored vehicles in accordance with Department standards.	N/A
Recommendation 17: Embassy Baghdad should bring its contracting officer's representative program into compliance with Department standards.	N/A
Recommendation 18: Embassy Baghdad should bring its management of expendable property and fuel deliveries into compliance with Department standards.	N/A
Recommendation 19: Embassy Baghdad should dispose of excess motor vehicle inventory at the Baghdad Diplomatic Support Center, in accordance with Department standards.	N/A
Recommendation 20: Embassy Baghdad should manage locally employed staff position descriptions in accordance with Department standards.	N/A
Recommendation 21: Embassy Baghdad should obtain written confirmation from the government of Iraq that U.S. direct-hire employees assigned to the mission are accredited and will receive diplomatic privileges and immunities.	N/A
Recommendation 22: Embassy Baghdad, in coordination with the Bureau of Global Talent Management, should update the mission's local compensation plan, in accordance with Department standards.	N/A
Recommendation 23: Embassy Baghdad should manage its third-country national employment program in accordance with Department standards.	N/A
Recommendation 24: Embassy Baghdad should manage locally employed staff official personnel folders in accordance with Department standards.	N/A
Recommendation 26: Embassy Baghdad should implement a system for oversight of U.S. direct-hire employee compliance with Department mandatory training	N/A

Open Recommendations	Potential Monetary Benefits
requirements.	
Recommendation 30: Embassy Baghdad should comply with mandatory training requirements for system administrators.	N/A
Recommendation 31: Embassy Baghdad, in coordination with the Bureaus of Overseas Buildings Operations and Information Resource Management, should remediate the telecommunications infrastructure at the Baghdad Diplomatic Support Center, in accordance with Department standards.	N/A
Recommendation 32: Embassy Baghdad, in coordination with the Bureau of Overseas Buildings Operations, should configure mailrooms at the Baghdad Embassy Compound and the Baghdad Diplomatic Support Center in accordance with Department standards.	N/A
Recommendation 34: Embassy Baghdad should comply with mandatory training requirements for Diplomatic Post Office staff.	N/A
Recommendation 35: Embassy Baghdad should upload to the State Messaging and Archive Retrieval Toolset all diplomatic notes it prepares and receives in accordance with Department standards.	N/A
Recommendation 36: Embassy Baghdad should manage mission records in accordance with Department standards.	N/A
Recommendation 37: Embassy Baghdad, in coordination with the Bureau of Overseas Buildings Operations, should comply with Department standards for server room safety controls.	N/A
Inspection of the Bureau of Medical Services (ISP-I-24-08, 12/2023)	
Recommendation 1: The Bureau of Medical Services should implement a system to identify and mitigate, on a continuous basis, the internal control risks to its programs and processes, in accordance with Department guidance.	N/A
Recommendation 2: The Bureau of Medical Services should develop and submit a bureau evaluation plan and conduct annual evaluations of the bureau's programs, projects, and processes in accordance with Department guidelines.	N/A
Recommendation 3: The Bureau of Medical Services should establish and implement a bureau organizational structure that aligns with operational needs in accordance with Department guidelines.	N/A
Recommendation 4: The Bureau of Medical Services should implement procedures that define and document its decision-making process for policy and operational changes.	N/A
Recommendation 5: The Bureau of Medical Services should implement an information technology project management process for reviewing and prioritizing defined requirements for the electronic health record system.	N/A
Recommendation 6: The Bureau of Medical Services should implement the earned value management methodology to track electronic health records system project costs, including communicating project status updates to bureau leadership, in accordance with Department standards.	N/A
Recommendation 7: The Bureau of Medical Services should conduct annual reviews of medical provider clinical performance in accordance with health care	N/A

Open Recommendations	Potential Monetary Benefits
industry standards.	
Recommendation 9: The Bureau of Medical Services should implement written service standards for the services and support provided by the bureau's Executive Office and hold the Executive Office accountable for meeting the service standards.	N/A
Recommendation 10: The Bureau of Medical Services should bring the contracting officer's representative program into compliance with Department standards.	N/A
Recommendation 11: The Bureau of Medical Services, in coordination with the Bureau of Administration, should bring its contract and contracting officer's representative files into compliance with Department and federal guidance.	N/A
Recommendation 16: The Bureau of Medical Services should bring its records management program into compliance with Department standards.	N/A
Inspection of Embassy Vienna, Austria (ISP-I-24-04, 12/2023)	
Recommendation 4: Embassy Vienna, in coordination with the Bureaus of Overseas Buildings Operations and Consular Affairs, should provide a wheelchair accessible interview window for consular applicants, in accordance with Department standards.	N/A
Recommendation 7: Embassy Vienna should bring its tri-mission contracting officer's representative program into compliance with Department standards.	N/A
Recommendation 12: Embassy Vienna should retire records in accordance with Department records management standards.	N/A
Recommendation 13: Embassy Vienna should install server room emergency power-off switches in accordance with Department standards.	N/A
Inspection of the American Institute in Taiwan-Taipei and Kaohsiung (ISP-I-24-07, 11/2023)	
Recommendation 13: The American Institute in Taiwan-Taipei should bring its fire protection program into compliance with Department standards.	N/A
Recommendation 14: The American Institute in Taiwan-Taipei should administer its facility management expendable supplies in accordance with Department standards.	N/A
Recommendation 15: The Bureau of East Asian and Pacific Affairs, in coordination with the American Institute in Taiwan-Taipei, the American Institute in Taiwan, Washington Headquarters, the Bureau of the Comptroller and Global Financial Services, and the Bureau of Global Talent Management, should establish a working group to develop streamlined payroll processes that also automate the change in duty station of U.S. direct-hire staff when they transfer out of Taiwan.	N/A
Recommendation 16: The American Institute in Taiwan, Washington Headquarters should update or negotiate new memoranda of agreement with all federal agencies on Taiwan in accordance with the contract.	N/A
Recommendation 17: The American Institute in Taiwan-Taipei, in coordination with the Bureau of Global Talent Management, should bring its local compensation plan into compliance with Taiwan labor laws.	N/A
Review of Department of State End-Use Monitoring in Ukraine (ISP-I-24-02, 11/2023)	

Open Recommendations	Potential Monetary Benefits
Recommendation 5: The Bureau of International Narcotics and Law Enforcement Affairs should plan and conduct an evaluation of alternative end-use monitoring procedure pilots in Ukraine.	N/A
Recommendation 6: The Bureau of International Security and Nonproliferation should determine whether to test alternative end-use monitoring procedure pilots in Ukraine and, if so, conduct an evaluation of them.	N/A
Inspection of Embassy Lomé, Togo (ISP-I-23-22, 7/2023)	
Recommendation 3: Embassy Lomé should resolve fraud referrals in accordance with Department standards.	N/A
Inspection of Embassy Cotonou, Benin (ISP-I-23-20, 7/2023)	
Recommendation 1: Embassy Cotonou should comply with the requirements of the 2013 letter of agreement (and subsequent amendments) between the United States and Benin.	N/A
Recommendation 2: Embassy Cotonou should comply with Department standards for consular crisis preparedness.	N/A
Recommendation 4: Embassy Cotonou should update and reissue its motor vehicle policy to adhere to Department requirements for other authorized use of U.S. government vehicles.	N/A
Recommendation 5: Embassy Cotonou should dispose of excess expendable property in accordance with Department guidelines.	N/A
Inspection of the Bureau of Information Resource Management's Mobile and Remote Access Division (ISP-I-23-23, 6/2023)	
Recommendation 1: The Bureau of Information Resource Management should implement an information systems security officer program for systems and enterprise mobile devices that complies with Department standards.	N/A
Inspection of Embassy Abuja and Constituent Post, Nigeria (ISP-I-23-09, 6/2023)	
Recommendation 8: Embassy Abuja should resolve referrals to Fraud Prevention Units in accordance with Department standards.	N/A
Recommendation 12: Embassy Abuja, in coordination with the Bureau of International Narcotics and Law Enforcement Affairs, should update the letter of agreement with the government of Nigeria for Bureau of International Narcotics and Law Enforcement Affairs-funded projects.	N/A
Recommendation 13: Embassy Abuja should conduct joint evaluation reviews with the government of Nigeria for Bureau of International Narcotics and Law Enforcement Affairs-funded projects in accordance with the letter of agreement.	N/A
Recommendation 14: Embassy Abuja, in coordination with the Bureau of International Narcotics and Law Enforcement Affairs, should specify and document the intended roles, responsibilities, and associated training and file access requirements for relevant staff, in accordance with Department standards.	N/A
Recommendation 16: Embassy Abuja should consolidate its motor pool and warehouse operations in accordance with Department guidance.	N/A

Open Recommendations	Potential Monetary Benefits
Recommendation 17: Embassy Abuja, in coordination with the Bureau of Overseas Buildings Operations, should implement an emergency exit plan in the chancery and consulate general building that complies with Department guidance.	N/A
Recommendation 19: Embassy Abuja should obtain authorization from the Bureau of Overseas Buildings Operations to use shipping containers for storage and office space or dismantle and remove them in accordance with Department.	N/A
Recommendation 23: Embassy Abuja should revise its motor vehicle policy to adhere to Department requirements for "other authorized use" of U.S. government vehicles and watercraft.	N/A
Recommendation 25: The Bureau of Administration, in coordination with the Bureau of Overseas Buildings Operations, should update the Foreign Affairs Manual with specific guidance on the management and operation of watercraft.	N/A
Recommendation 27: Embassy Abuja should dispose of excess expendable and nonexpendable property in accordance with Department guidelines.	N/A
Recommendation 31: Embassy Abuja should manage the fuel and motor vehicle transportation coupon program in accordance with Department guidance.	N/A
Recommendation 32: Embassy Abuja should review its unliquidated obligations in accordance with Department standards and put up to $1.2 million to better use.	$1,200,000
Recommendation 33: Embassy Abuja should clear overdue travel advances in accordance with Department guidelines and put funds up to $275,838 to better use.	$275,838
Recommendation 38: Embassy Abuja should retire records in accordance with Department records management standards.	N/A
Inspection of Embassy Brussels, Belgium (ISP-I-23-11, 5/2023)	
Recommendation 3: Embassy Brussels, in coordination with the Bureaus of Consular Affairs and Overseas Buildings Operations, should provide a wheelchair-accessible restroom option for consular customers.	N/A
Recommendation 4: Embassy Brussels, in coordination with the Bureau of Overseas Buildings Operations, should bring its fire protection program into compliance with Department standards.	N/A
Recommendation 5: The U.S. Mission to the North Atlantic Treaty Organization, in coordination with Embassy Brussels, should require that all residences are inspected and certified in the Post Occupational Safety and Health Officer Certification Application in accordance with Department standards.	N/A
Recommendation 9: Embassy Brussels should obtain authorization from the Bureau of Overseas Buildings Operations to use shipping containers for permanent storage or dismantle and remove them, in accordance with Department standards.	N/A
Recommendation 13: Embassy Brussels should bring its contracting officer's representative program into compliance with Department standards.	N/A
Recommendation 14: Embassy Brussels should perform regular reviews of the locally employed staff contracting officer's transactions, in accordance with Department standards.	N/A
Recommendation 17: Embassy Brussels, in coordination with the Bureaus of	N/A

Open Recommendations	Potential Monetary Benefits
Budget and Planning, the Comptroller and Global Financial Services, European and Eurasian Affairs, and Global Talent Management, should implement a plan to fully fund the locally employed staff defined benefit pension plan to comply with Belgium's labor laws and address long-term funding concerns.	
Recommendation 18: Embassy Brussels, in coordination with the Bureaus of Budget and Planning, the Comptroller and Global Financial Services, and European and Eurasian Affairs, should reprogram additional Department-funded information management positions to International Cooperative Administrative Support Services-funded positions, in accordance with Department standards, so funds of up to $243,993 over 3 years per position can be put to better use.	$243,993
Recommendation 20: Embassy Brussels should cease paying for residential internet for vacant residences that do not have an alarm system connected to internet, in accordance with Department standards.	N/A
Recommendation 21: Embassy Brussels should categorize, assess, and authorize its locally developed applications in accordance with Department standards.	N/A
Recommendation 24: Embassy Brussels, in coordination with the U.S. Mission to the North Atlantic Treaty Organization, should obtain proper approval for its video conferencing system in accordance with Department standards.	N/A
Recommendation 25: Embassy Brussels, in coordination with the U.S. Mission to the European Union and the U.S. Mission to the North Atlantic Treaty Organization, should implement a records management program that complies with Department standards.	N/A
Inspection of Embassy Juba, South Sudan (ISP-I-23-12, 4/2023)	
Recommendation 2: Embassy Juba should bring its public diplomacy grant files into compliance with Department standards.	N/A
Recommendation 8: Embassy Juba should develop and implement a plan for communication and coordination within the Management Section and with the U.S. Agency for International Development alternate service provider.	N/A
Recommendation 14: Embassy Juba should configure, monitor, and register its dedicated internet network with the Bureau of Information Resource Management.	N/A
Recommendation 17: Embassy Juba should bring the unclassified server room into compliance with Department standards.	N/A
Recommendation 20: Embassy Juba should implement a records management program that complies with Department standards.	N/A
Inspection of Embassy Beirut, Lebanon (ISP-I-23-10, 4/2023)	
Recommendation 3: Embassy Beirut, in coordination with the Bureau of Overseas Buildings Operations, should bring its fire protection program into compliance with Department standards.	N/A
Recommendation 4: Embassy Beirut, in coordination with the Bureau of Overseas Buildings Operations, should report all unauthorized construction projects and rectify each project in accordance with Department standards.	N/A
Recommendation 5: Embassy Beirut should obtain authorization from the Bureau	N/A

Open Recommendations	Potential Monetary Benefits
of Overseas Buildings Operations to use shipping containers for permanent storage or dismantle and remove them in accordance with Department requirements.	
Recommendation 6: Embassy Beirut should comply with all Department Overseas Motor Vehicle Safety Management Program requirements.	N/A
Recommendation 13: Embassy Beirut should comply with Department standards for managing its dedicated internet networks.	N/A
Inspection of Embassy Khartoum, Sudan (ISP-I-23-13, 3/2023)	
Recommendation 1: Embassy Khartoum should document its public diplomacy grants in accordance with Department standards.	N/A
Recommendation 2: Embassy Khartoum should conduct its consular fraud prevention program in accordance with Department standards.	N/A
Recommendation 3: Embassy Khartoum should develop and implement a written consular training and orientation program in accordance with Department standards.	N/A
Recommendation 4: Embassy Khartoum should install signage at the Consular Section's public entrance with all information required by Department guidance.	N/A
Recommendation 7: Embassy Khartoum should dismantle and remove its shipping containers and portable structures in accordance with Department requirements or obtain authorization from the Bureau of Overseas Buildings Operations to use them as permanent storage.	N/A
Recommendation 9: Embassy Khartoum should comply with Department guidance on mishap reporting.	N/A
Recommendation 10: Embassy Khartoum should manage its bulk fuel operation in accordance with Department standards.	N/A
Recommendation 11: Embassy Khartoum should use the Integrated Logistics Management System to track all uniforms and personal protective equipment in accordance with Department standards.	N/A
Recommendation 12: Embassy Khartoum should complete all information systems security officer responsibilities in accordance with Department standards.	N/A
Recommendation 14: Embassy Khartoum should implement steps to secure and monitor its dedicated internet networks.	N/A
Recommendation 15: Embassy Khartoum should complete information technology contingency plans for the unclassified and classified networks and test the plans in accordance with Department standards.	N/A
Recommendation 16: Embassy Khartoum should develop an acquisition plan for its information technology needs in accordance with Department standards.	N/A
Recommendation 17: Embassy Khartoum should implement standard operating procedures for managing and tracking mobile devices as required by Department standards.	N/A
Recommendation 18: Embassy Khartoum should implement a records management program that complies with Department standards.	N/A
Inspection of the Bureau of International Narcotics and Law Enforcement Affairs (ISP-I-23-08, 1/2023)	

Open Recommendations	Potential Monetary Benefits
Recommendation 1: The Bureau of International Narcotics and Law Enforcement Affairs should require comprehensive use of the Department's Management Controls Checklist to develop the Annual Chief of Mission Management Control Statement of Assurance to effectively identify and mitigate internal control risks to the bureau's projects, programs, and operations in accordance with Department guidance.	N/A
Recommendation 6: The Bureau of International Narcotics and Law Enforcement Affairs, in coordination with the Office of Foreign Assistance and the Bureau of Budget and Planning, should implement monitoring and evaluation plans for its major programs, in accordance with Department standards.	N/A
Recommendation 9: The Bureau of International Narcotics and Law Enforcement Affairs should evaluate its long-term ongoing programs in accordance with Department standards.	N/A
Recommendation 15: The Bureau of International Narcotics and Law Enforcement Affairs should update its standard operating procedures regarding monitoring of award implementation to provide oversight and accountability for maintaining records of its federal assistance awards, in accordance with the Federal Assistance Directive.	N/A
Recommendation 16: The Bureau of International Narcotics and Law Enforcement Affairs should close out federal assistance awards as required by the Federal Assistance Directive.	N/A
Recommendation 17: The Bureau of International Narcotics and Law Enforcement Affairs should complete and implement a bureau risk management policy.	N/A
Recommendation 19: The Bureau of International Narcotics and Law Enforcement Affairs should implement written service standards for the services and support provided by the Executive Office and hold the Executive Office accountable for meeting the service standards.	N/A
Recommendation 20: The Bureau of International Narcotics and Law Enforcement Affairs should implement periodic reviews of bureau policies and procedures, update them as necessary, and maintain them in a central repository.	N/A
Recommendation 21: The Bureau of International Narcotics and Law Enforcement Affairs should review and deobligate all invalid unliquidated obligations in accordance with Department guidance so funds of up to $220 million can be put to better use.	$220,000,000
Recommendation 26: The Bureau of International Narcotics and Law Enforcement Affairs, in coordination with the Bureau of Information Resource Management, should complete the assessment and authorization to operate process for the Office of Aviation web application.	N/A
Recommendation 28: The Bureau of International Narcotics and Law Enforcement Affairs should develop and implement records management procedures for organizing and managing bureau electronic records.	N/A
Inspection of Embassy Buenos Aires, Argentina (ISP-I-23-06, 12/2022)	
Recommendation 8: Embassy Buenos Aires should obtain authorization from the Bureau of Overseas Buildings Operations to use shipping containers for permanent	N/A

Open Recommendations	Potential Monetary Benefits
storage and office space or dismantle and remove them in accordance with Department requirements.	
Recommendation 16: Embassy Buenos Aires, in coordination with the Bureaus of Western Hemisphere Affairs and Information Resource Management, should remediate the network cabling infrastructure to comply with Department standards.	N/A
Recommendation 17: Embassy Buenos Aires, in coordination with the Bureaus of Western Hemisphere Affairs and Overseas Buildings Operations, should relocate the telecommunications demarcation points outside limited access area communications rooms in accordance with Department standards.	N/A
Recommendation 18: Embassy Buenos Aires should implement a records management program in accordance with Department standards.	N/A
Inspection of Embassy Kuwait City, Kuwait (ISP-I-23-07, 11/2022)	
Recommendation 11: Embassy Kuwait City, in coordination with the Bureau of Overseas Buildings Operations, should conduct a technical review of the design plans for the two structures used as facility management workshops and breakrooms and a bodyguard breakroom and submit the survey for approval, in accordance with Department standards.	N/A
Inspection of Embassy Ottawa and Constituent Posts, Canada (ISP-I-23-04, 10/2022)	
Recommendation 5: Embassy Ottawa, in coordination with the Bureau of Overseas Buildings Operations, should bring all consular spaces into compliance with Department standards.	N/A
Recommendation 9: Embassy Ottawa, in coordination with the Bureau of Overseas Buildings Operations, should perform seismic evaluations of residential and nonresidential properties at Consulate General Vancouver, in accordance with Department standards.	N/A
Recommendation 10: Embassy Ottawa should comply with all Department Motor Vehicle Safety Management Program standards for incidental drivers under chief of mission authority.	N/A
Recommendation 11: Embassy Ottawa should use the Integrated Logistics Management System to account for all expendable property in accordance with Department standards.	N/A
Recommendation 12: Embassy Ottawa should bring its contracting officer's representative program into compliance with Department standards.	N/A
Recommendation 16: Embassy Ottawa should bring its cashiering operations into compliance with Department standards.	N/A
Recommendation 24: Embassy Ottawa, in coordination with the Bureau of Overseas Buildings Operations, should bring the mail screening facility at Consulate General Vancouver into compliance with Department standards.	N/A
Recommendation 26: Embassy Ottawa should relocate the telecommunications demarcation point outside the limited access main telephone frame room at Consulate General Toronto.	N/A

Open Recommendations	Potential Monetary Benefits
Inspection of the Global Engagement Center (ISP-I-22-15, 9/2022)	
Recommendation 1: The Global Engagement Center, in coordination with the Bureau of Global Talent Management, should conduct an organizational assessment and align the center's organizational structure with operational needs.	N/A
Recommendation 9: The Global Engagement Center should review and de-obligate all invalid unliquidated obligations without activity for more than 1 year, in accordance with Department guidance, so that funds of up to $745,000 can be put to better use.	$745,000
Recommendation 11: The Global Engagement Center should comply with mandatory leadership training requirements in accordance with Department standards.	N/A
Recommendation 17: The Global Engagement Center should develop and implement a project plan for replacing the Disinformation Cloud website.	N/A
Recommendation 18: The Global Engagement Center should implement a records management program that complies with Department standards.	N/A
Inspection of Embassy Athens and Constituent Post, Greece (ISP-I-22-14, 5/2022)	
Recommendation 14: Embassy Athens should reduce its printer inventory to comply with Department standards for printer management, so that funds of up to $150,000 can be put to better use.	$150,000
Inspection of Embassy Santiago, Chile (ISP-I-22-10, 3/2022)	
Recommendation 7: Embassy Santiago should comply with all Department Overseas Motor Vehicle Safety standards for chauffeurs and incidental drivers under chief of mission authority.	N/A
Recommendation 8: Embassy Santiago should bring its contracting officer's representative program into compliance with Department standards.	N/A
Recommendation 14: Embassy Santiago should retire records in accordance with Department records management standards.	N/A
Inspection of the Bureau of Administration, Office of the Executive Director (ISP-I-22-07, 1/2022)	
Recommendation 4: The Bureau of Administration should conduct risk assessments for the applications in the Information Technology Services Division and obtain authorizations to operate from the Bureau of Information Resource Management.	N/A
Inspection of the Bureau of East Asian and Pacific Affairs (ISP-I-22-06, 12/2021)	
Recommendation 1: The Bureau of East Asian and Pacific Affairs should review its Joint Regional Strategy in accordance with Department guidelines.	N/A
Recommendation 3: The Bureau of East Asian and Pacific Affairs, in coordination with the Bureau of Global Talent Management, should conduct an organizational assessment to align its organizational structure with bureau operational needs and Department requirements.	N/A
Review of the Bureau of Consular Affairs' ConsularOne Modernization Program –Significant	

Open Recommendations	Potential Monetary Benefits
Deployment Delays Continue (ISP-I-22-03, 11/2021)	
Recommendation 6: The Bureau of Consular Affairs should require the Office of Consular Systems and Technology to maintain documented management approvals for all information systems throughout the systems development lifecycle process in accordance with Department standards.	N/A
Recommendation 10: The Bureau of Consular Affairs, in coordination with the Bureau of Information Resource Management, should complete the assessment and authorization process for the Office of Consular Systems and Technology's information systems with expired authorizations to operate.	N/A
Recommendation 11: The Bureau of Consular Affairs should perform annual security controls assessments for the Office of Consular Systems and Technology's information systems in accordance with Department standards.	N/A
Inspection of the Office of the Science and Technology Adviser to the Secretary (ISP-I-21-30, 8/2021)	
Recommendation 4: The Office of the Science and Technology Adviser to the Secretary, in coordination with the Offices of the Under Secretary for Economic Growth, Energy, and the Environment, the Deputy Secretary of State, and the Deputy Secretary of State for Management and Resources, should submit a statement of its policy areas of responsibilities in accordance with Department standards.	N/A
Inspection of the Bureau of Overseas Buildings Operations' Office of Safety, Health, and Environmental Management (ISP-I-21-21, 4/2021)	
Recommendation 4: The Bureau of Overseas Buildings Operations, in coordination with the Bureaus of European and Eurasian Affairs, Near Eastern Affairs, and Western Hemisphere Affairs, should bring principal officer residential swimming pools at Embassies Cairo, Madrid, and Quito, and Consulate General Hamilton into compliance with Department swimming pool safety standards.	N/A
Management Assistance Report: Continued Deficiencies in Performance of Information Systems Security Officer Responsibilities at Overseas Posts (ISP-21-07, 12/2020)	
Recommendation 1: The Bureau of Global Talent Management, in coordination with the Under Secretary for Management, the Bureaus of Diplomatic Security and Information Resource Management, and the regional bureaus, should conduct an organizational assessment of the information systems security officer program to determine the feasibility of creating full-time overseas positions and implement the results of the assessment with an appropriate reporting structure for those positions.	N/A
Inspection of Embassy Dhaka, Bangladesh (ISP-I-20-17, 6/2020)	
Recommendation 18: Embassy Dhaka, in coordination with the Bureau of Overseas Buildings Operations, should complete all elevator repairs needed to obtain a current certificate of use for each elevator, in accordance with Department	N/A

Open Recommendations	Potential Monetary Benefits
standards.	
Inspection of Embassy Bern, Switzerland (ISP-I-20-21, 5/2020)	
Recommendation 2: Embassy Bern, in coordination with the Bureau of Overseas Buildings Operations, should provide accommodations for consular applicants in accordance with Department standards.	N/A
Inspection of the U.S. Mission to the Organization of American States (ISP-I-19-37, 9/2019)	
Recommendation 4: The U.S. Mission to the Organization of American States should implement a records management program in accordance with Department standards.	N/A
Inspection of the Bureau of Democracy, Human Rights, and Labor's Foreign Assistance Program Management (ISP-I-19-12, 10/2018)	
Recommendation 3: The Bureau of Democracy, Human Rights, and Labor, in coordination with the Bureau of Administration, should finalize a service level agreement clarifying the Bureau of Administration's responsibilities for grants support.	N/A

Table D.4
Department of State Significant Management Decisions With Which OIG Disagreed, 4/1/2024–9/30/2024

Office of Audits
Audit of Select Contract Administration Processes Related to the Construction of New Embassy Compound Mexico City, Mexico (AUD-CGI-24-09, 1/2024)
OIG recommended that the Bureau of Overseas Buildings Operations (OBO) develop, implement, and communicate a process to ensure a separation of duties between OBO staff who receive the price proposal for a request for equitable adjustment and OBO staff who develop the independent government cost estimate. OIG also made two recommendations to the Bureau of Administration to, in coordination with OBO, develop, implement, and communicate (1) a process to ensure that Contracting Officers prepare prenegotiation objectives for modifications and (2) a process to ensure that Project Directors for construction projects conduct and document price negotiations in accordance with the Federal Acquisition Regulation and Department of State policy. OIG met with both the Bureau of Administration and OBO to discuss options for resolving the recommendations. The Bureau of Administration and OBO agreed to provide a detailed plan of action to address the recommendation in their next response. However, neither the Bureau of Administration nor OBO have provided documentation to resolve these recommendations. OIG considers these recommendations unresolved. These recommendations will be considered resolved when the Bureau of Administration and OBO provide a plan of action for addressing these recommendations or provide an acceptable alternative that fulfills the intent of these recommendations.
Audit of the Planning, Design, Construction, and Commissioning of the Central Power Plant at U.S. Embassy Baghdad, Iraq (AUD-GEER-24-02, 11/2023)
OIG recommended that the Bureau of Overseas Buildings Operations (OBO) develop, implement, and communicate a requirement to complete an Owner's Project Requirements document (OPR) that details the functional requirements of a project and the expectations of how it will be used and operated. In its response, OBO provided an alternative plan of action to address the recommendation. However, OBO's response does not address the fact that OBO's choice to not develop an OPR for the new central power plant caused confusion about the design and intended operation of the power plant—confusion that persists in FY 2025. OBO stated that the industry standard OPR from the American Society of Heating, Refrigerating, and Air-Conditioning Engineers (ASHRAE) cannot accommodate the complexity of OBO projects. However, OBO did not provide any supporting evidence for this statement. Furthermore, it is not clear how the referenced documents in the OBO response would prevent confusion about the design and intended operation of the power plant. For example, the power plant project included a statement of work that described the power plant-specific requirements that were contractually enforceable. This did not alleviate the confusion about the design and intended operation of the power plant. This recommendation will be considered resolved when OBO provides a plan of action for addressing the recommendation or provides an acceptable alternative that fulfills the intent of the recommendation.

Table D.5
Department of State Management Success in Implementing Recommendations, 4/1/2024-9/30/2024

Office of Audits
Audit of Department of State FY 2022 Compliance With the Geospatial Data Act of 2018 (AUD-SI-22-39, 9/2022)
In response to the recommendations in this report, the Bureau of Intelligence and Research (INR) has taken actions to address internal control deficiencies. Specifically, OIG recommended that INR (a) review and revise implementation plans to address resources and responsibilities related to the implementation of the Geospatial Data Act of 2018 (GDA), (b) review the Department's efforts and activities for each of the applicable covered agency responsibilities prescribed by the GDA and meet each of these applicable covered agency responsibilities, and (c) develop and implement a plan that maximizes the use of data obtained from its communication tools to complete GDA requirements. As a result of actions taken, the Department is better postured to provide timely, accurate, and high-quality geospatial data to both internal and external stakeholders.
Audit of Physical Security Standards for Department of State Temporary Structures at Selected Overseas Posts (AUD-SI-23-30, 9/2023)
In response to recommendations in this report, the Bureau of Diplomatic Security (DS) analyzed the backlog of physical security surveys, involving both permanent and temporary structures, from 2022 to 2023 and identified key factors inhibiting completion of the surveys. Based on the analysis, DS has strengthened its existing policy to streamline the physical security survey process. As a result of actions taken, the Department is better postured to remediate and prioritize security deficiencies at its diplomatic facilities.
Office of Inspections
Management Assistance Report: Department Can Take Further Steps to Improve Executive Direction of Overseas Missions (ISP-21-14, 6/2021)
OIG recommended that the Bureau of Global Talent Management (GTM) institute annual surveys of U.S. direct-hire employees and locally employed staff to provide feedback on chief of mission (COM) performance. As a result of the recommendation, GTM administered a survey to assess the management and leadership climates at diplomatic and consular posts and provided personalized feedback to employees assessed as well as general feedback to regional bureaus. In addition, GTM completed the first annual congressional report detailing an analysis of the results and submitted it to Congress. The Department is better able to use employee feedback on leadership, and COM's can address deficiencies and improve their performance as directed by the Department's leadership and management principles.
Inspection of the Bureau of East Asian and Pacific Affairs (ISP-I-22-06, 12/2021)
OIG recommended that the Bureau of East Asian and Pacific Affairs (EAP) should review and deobligate all invalid unliquidated obligations without activity for more than 1 year, so funds of up to $2.7 million can be put to better use. In response to the recommendation, EAP provided documentation showing that it reviewed and deobligated all invalid obligations without activity for more than 1 year. This resulted in $2,744,736 being put to better use.

Office of Inspections
Inspection of Embassy Ottawa and Constituent Posts, Canada (ISP-I-23-04, 10/2022)
OIG recommended that Embassy Ottawa, in coordination with the Bureaus of Western Hemisphere Affairs and the Comptroller and Global Financial Services, reprogram additional Diplomatic and Consular Program-funded, Information Management positions to International Cooperative Administrative Support Services-funded positions, in accordance with Department standards, so funds of up to $243,993 over 3 years per position, can be put to better use. In response to the recommendation, Embassy Ottawa provided documentation showing that an additional four positions were reprogrammed. This resulted in $975,972 put to better use.
Inspection of Embassy Khartoum, Sudan (ISP-I-23-13, 3/2023)
OIG recommended that the Embassy Khartoum either implement a plan to fully use its leased facility in El Fashir, Darfur, or terminate the lease and return U.S. government assets and vehicles to the embassy, and put up to $50,000 in funds to better use. In response to the recommendation, Embassy Khartoum closed operations at facility in June 2023, and reported its plan not to renew the lease which ended in August 2023. This resulted in $50,000 being put to better use.
Inspection of Embassy Lomé, Togo (ISP-I-23-22, 7/2023)
OIG recommended that Embassy Lomé should obtain authorization from the Bureau of Overseas Buildings Operations to use shipping containers for storage or remove them in accordance with Department standards. In response to the recommendation, Embassy Lomé provided documentation showing that it had sold all four of the shipping containers identified during the inspection. The sale of these shipping containers resulted in $106,360 being put to better use.
Inspection of Embassy Singapore, Singapore (ISP-I-24-09, 2/2024)
OIG recommended that Embassy Singapore should review all unliquidated obligations related to the Ambassador's travel in accordance with Department guidelines and federal regulations and put up to $48,000 to better use. As a result, Embassy Singapore provided documentation showing that it reviewed all unliquidated obligations related to the Ambassador's travel and put $18,071 to better use.

APPENDIX E: U.S. AGENCY FOR GLOBAL MEDIA COMPLIANCE

Table E.1 reports the status of open Office of Inspector General (OIG) recommendations to the U.S. Agency for Global Media (USAGM) as of September 30, 2024.

OIG Compliance Lexicon

Open
Unresolved: No agreement between OIG and management on the recommendation or proposed corrective action.
Resolved: Agreement on the recommendation and proposed corrective action but implementation has not been completed.

Closed
Agreed-upon corrective action is complete.

Table E.1
Open Office of Inspections Recommendations Issued in Previous Periods, Pending Final U.S. Agency for Global Media Action, as of 9/30/2024

Significant Open Recommendations	**Potential Monetary Benefits**
None	

Open Recommendations	**Potential Monetary Benefits**
Review of the U.S. Agency for Global Media Response to Russia's 2022 Full-Scale Invasion of Ukraine (ISP-IB-23-14, 5/2023)	
Recommendation 2: Radio Free Europe/Radio Liberty should systematically track and review the metrics on all stages in its hiring processes to gather actionable analytics for possible adjustments to these processes.	N/A

APPENDIX F: ABBREVIATIONS

Abbreviation	Full Name
AQM	Office of Acquisitions Management
AUD	Office of Audits
CGAC	Coordinator on Global Anti-Corruption
CHIPS	Creating Helpful Incentives To Produce Semiconductors
CIGIE	Council of the Inspectors General on Integrity and Efficiency
COR	Contracting Officer Representative
COVID-19	Coronavirus Disease 2019
DCAA	Defense Contract Audit Agency
Department	Department of State
DoD	Department of Defense
DS	Diplomatic Security
eFiling	electronic Filing
ESP	Office of Evaluations and Special Projects
FAM	Foreign Affairs Manual
FMR	Federal Management Regulation
GDA	Geospatial Data Act of 2018
GEER	Global Emergencies and Emerging Risks
IFAR	Information Facilities and Access Restrictions
INL	International Narcotics and Law Enforcement Affairs
INV	Office of Investigations
ISP	Office of Inspections
Lead IG	Lead Inspector General
LES	Locally Employed Staff
NATO	North Atlantic Treaty Organization
NEO	noncombatant evacuation operations
OAR	Operation Atlantic Resolve
OCO	overseas contingency operations
OES	Operation Enduring Sentinel
OFS	Operation Freedom's Sentinel
OIG	Office of Inspector General
OIR	Operation Inherent Resolve
OMB	Office of Management and Budget
OSPB	Overseas Security Policy Board
PIIA	Payment Integrity Information Act of 2019

Abbreviation	Full Name
PIO	public international organization
PPD-19	Presidential Policy Directive 19
PRM	Bureau of Population, Refugees, and Migration
SECCA	Secure Embassy Construction and Counterterrorism Act of 1999
SIV	special immigrant visa
TO	transportation officer
USAGM	U.S. Agency for Global Media
USAID	U.S. Agency for International Development
U.S.C.	United States Code
USIBWC	International Boundary and Water Commission, United States and Mexico, U.S. Section
WPS	Worldwide Protective Services

APPENDIX G: INDEX OF REPORTING REQUIREMENTS UNDER 5 U.S.C. SECTION 405

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